**First Name of Application CV No:** **1652340**

Whatsapp Mobile: +971504753686



***Objectives:***

**To work in reputable company that builds on my knowledge and skills in the future and to import myself in whatever task and responsibilities they would give for the attainment of the company’s objectives.**

***Knowledge and Skills:***

* Good in English communication skills (written and verbal)
* Can work under time pressure
* Can work with less supervision and good motivation
* Hardworking, patient and have leadership skills
* A person who is ready to take risk and sacrifice personal interest for the sake of the company
* Honest and Responsible
* Enthusiastic and fast learner
* Proficiency in MS Word and Excel
* Committed to excellent and success

***Working Experience***

**SM DEPARTMENT STORE: Sales Representative**

**(**November 2015 – January 2016)

Duties and Responsibilities:

* Assist and inform the customer about the products.
* Help find size, color and style that fits with what the customer prefer.
* Work with customers in the most cheerful and polite way.
* Give answers to the customer’s questions or concerns about the product we were selling.
* Deal with customer’s complaint professionally.
* Report sales accurately.

**MANGO VALLEY HOTEL – Front Office/Desk**

(May 2015 - November 2015)

Duties and Responsibilities:

* Priority check-in and check-out of our guests.
* Collecting and processing payments
* Keeping clients up to date with any changes
* Dealing with complaints or refunds (not one of the perks, but someone’s got to do it)
* Greet visitors and provide information requested
* Take telephone calls and make appointments
* Schedule visitors and clients as instructed
* Proof read documents as requested
* Manage incoming and outgoing emails

**TRAININGS:**

January 07, 2015 – March 04, 2015 **Trainee emphasis on Travel Agency**

**Island Resort Club Tour Services Inc.**

**Subic Bay Freeport Zone**

* Answered phone calls and inquiries
* Filing paper works
* Book a flight in any airlines using Abacus system
* Transact hotel reservation in any hotels
* Issued tickets, encoding

June 11, 2014 – July 30, 2014 **Trainee emphasis on Hotel Services**

**Subic Bay Travelers Hotel and Event Center Inc.**

**Food & Beverages Department**

**Subic Bay Freeport Zone**

* Conducted Food and Beverages Services
* Answered phone calls and inquiries
* Applied a Banquet Waitress
* Set-up a prestigious events, like weddings, birthdays, group and etc.
* Front liner in coffee shop
* Tabulated inventories
* Fixing things in F&B storage

January 30, 2013 – March 15, 2013 **Trainee emphasis on Tour Guiding**

**Subic Bay Metropolitan Authority**

**Tourism Department, Tour-Operations Section**

**Subic Bay Freeport Zone**

* Conducted educational rolling tour (theme parks, plant visit and company visit)
* Tabulated Tour Guide Accomplishment Data Work
* Assisted to Tourism Information Booth during 9th National City and Municipal Engineers Association of the PhilippinesCongress
* Faxed letters to other companies
* Answered phone calls and inquiries
* Attended to walk-in visitors

***Educational Background***

**Tertiary**

Bachelor of Science in Tourism

2011 – 2015

**Secondary**

St. James School

2007 – 2011

**Primary**

St. Therese Educational Foundation of Tacloban Inc. (STEFTI)

2004 – 2007

***Personal Information:***

* Age : 20 years old
* Height : 5’3”
* Date of Birth : April 22, 1995
* Citizenship : Filipino Citizen
* Status : Single
* Religion : Roman Catholic

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