**Rubylyn**

**CAREER OBJECT:**

To obtain a position which offer me opportunities to utilize my skills and knowledge. To have a challenging career and excel as a quality professional in a highly challenging and stimulating environment where I can use my skills and expand my knowledge with the industry.

­­­­­­­­­­­­­­­

**SKILLS:**

* Excellent ability to provide high quality secretarial support to a multifaceted team.
* Experienced at typing of letters, reports, etc. from audio and copy typing, photocopying, faxing, sorting and distributing post and taking minutes if required.
* Analytical and problem solving skills, good decision making skills, extremely effective verbal and listening communication skills.
* Extensive computer knowledge, including spreadsheet and word-processing programs at a high proficiency level.

**CAREER EXPERIENCE:**

**RECEPTIONIST/ SECRETARY**

**COMPANY: AKS BUILDING CONTRACTING & DECOR LLC**

**EMIRATES CONCORD TOWER DUBAI, UAE**

**November 28, 2010- March 10, 2016**

**DUTIES AND RESPOSIBILITIES:**

* Prepare and manage correspondence, reports and documents.
* Implement and maintain office systems.
* Arrange and confirm appointments, organize internal and external events.
* Handle incoming mail and other material.
* Set up and maintain filing systems.
* Communicate verbally and in writing, and to answer inquiries from clients and customers and provide information accordingly.
* Coordinate the flow of information both internally and externally.
* Receive, direct and relay telephone messages and fax messages.
* Pick up and deliver the mails and stamp all general correspondence.
* Welcome visitors and guests and direct appropriately.
* Arranging maintenance visits and logging the duration thereof.

**RECEPTIONIST/ GUEST RELATION EXECUTIVE**

**COMPANY: EASTASIA ROYAL HOTEL**

**GENERAL SANTOS CITY PHILIPPINES**

**April 2006 - June 2009**

**DUTIES AND RESPOSIBILITIES:**

* Welcome guests during check-in and giving a fond farewell to guest while checkout.
* Give assistance to the guest either walk-in or telephone inquiries.
* Answer all the telephone calls but never give any information of the guest.
* Handling guest complaints and concerns in an efficient and timely manner.
* Overseeing VIP guest, arrivals and departures.
* Coordinating and multi-tasking job duties in a busy environment.
* Greeting guests as they enter and exit the hotel.
* Providing excellent customer service as per hotel standard.
* Providing information regarding the Hotel, town attractions, activities and etc.
* Detailed information regarding arrivals and room requirements.
* Have up to date information on daily room occupancy.
* Check on VIP reservations, complete their pre –registration formalities.
* Allocate rooms to all arriving guest after checking the guest preferences.
* Coordinate with housekeeping for clearing of rooms.
* Collect guest feedback during guest departure along with his/her likes and dislikes
* Ensure that all check-ins and checkouts are handled smoothly without unnecessary delay or discomfort to any guest.
* Maintain up to date information on room rates, current promotion, offers and packages.
* Arrange all the payables before the guest could checkout in the hotel and ask for the payments.
* Attend to guests courteously and deal promptly with their requests and queries.
* Have detailed information about the hotel and city.

**EDUCATIONAL BACKGROUND:**

**BACHELOR OF COMPUTER SCIENCE**

UNIVERSITY OF MINDANAO DAVAO CITY PHILIPPINES

2001 – 2002

**HOTEL AND RESTAURANT TECHNOLOGY**

GENERAL SANTOS NATIONAL SCHOOL OF ARTS AND TRADE

2000 – 2001

**Personal Data:**

DATE OF BIRTH: July 11, 1980

NATIONALITY: Filipino

HEIGHT: 5”6