**ELLEN**

**CAREER OBJECTIVE**

To be in a position where in I can use and contribute my knowledge and capabilities in different fields of my profession towards the growth of the company and at the same time to enhance and expand my knowledge and capabilities.

**SKILLS AND QUALIFICATIONS**

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| --- | --- | --- |
| * Customer service | * Good organizationalskills |  |
| * Confidentiality |  |  |
| * Correspondence handling * Accuracy and attention to detail | * Office procedures |  |
| * Multicultural interaction * Ability to work in a fast-paced environment * Have basic knowledge in Opera,  Harmony and Abacus system | * Record maintenance * Analyzing Information * Ability to work under pressure and to deadlines |  |

**PROFESSIONAL EXPERIENCE**

**Admin Assistant  
Emirates Vacation Club (Emirates Grand Hotel)  
Sheikh Zayed Road  
Financial Centre, Dubai UAE  
July 09, 2014 – Present**

* Create documents, spreadsheets and presentations; generate reports and other accounting forms
* Preparing contracts for the clients.
* Provide clerical and administrative support to Sales Team during the sales process
* Responsible for client’s query and request regarding their account
* In charge of receiving and updating client’s payment
* Handling and maintainingfiles and records.
* Create records for new customers, including contact details and the name of the representative managing the account. Then update the records with details.
* Provides information by answering questions and requests
* Take calls or e-mails from customers and alert representatives to any urgent issues.

• Use computer software to prepare invoices and financial statements.  
• Checks, corrects and maintains a variety of financial and other business records and documents.  
• Contributes to unit goals by accomplishing related duties as required.  
• Monthly reconciliation of all bank statements.

**Admin Assistant cum Receptionist  
Edge Executive Management Consultancy JLT (Recruitment Company)**

**HDS Tower, JLT Dubai**

**Nov24, 2013 – May 29, 2014**

* Perform a wide variety of responsible clerical, technical, administrative, and office support duties
* Provide customer service, both in-person and by telephone; screen and direct telephone calls; take and relay messages; answer questions from employees and the general public regarding human resources issues, rules, and regulations relating to human resources management; respond to employment verification requests, salary and benefit and other requests for information.
* Prepare job announcements and advertisements; update recruitment website for job vacancy
* Process Employment and Residence Visa for the company (under DMCC Online Portal)
* Maintains a wide variety of complex manual and electronic documents files and records (e.g. contracts, time sheets, legislative information, databases, accounts payable, progress reports, confidential employee files, payroll, certifications, deposits, etc for the purpose of providing up-to-date information and/or historical reference in accordance with established administrative guidelines and legal requirements
* Procures supplies and equipment for the purpose of maintaining availability of required items
* File and retrieve corporate documents, records, and reports.
* Open, sort, and distribute incoming correspondence, including faxes and email.
* Make travel arrangements for executives.
* Prepare responses to correspondence containing routine inquiries.

**Store Specialist (Customer Service Representative/ Sales Coordinator/ Teller)  
Globe Telecommunications Inc.**

**Cabanatuan City- Philippines**

**July 12, 2012 – August 30, 2013**

* Support in Inventory activities & return management
* Ensure compliance with the store’s Merchandising guidelines & standards
* Maintain Image of Brand at Retail complying with guidelines to protect Brand Equity
* Perform Customer Service such as Opening Accounts, Upgrading Accounts and dispatch of Mobile Phones and Tablets packages
* Act as the store’s point of reference for client’s feedbacks and needs.
* Gather information relating to the customer reaction to products
* Analyze and report structured information on competitors’ activities
* Comfortable selling as well as teaching, helping your team members out as needed

**Travel Agent**

**MM Travel Inc.**

**Manila- Philippines**

**July 2011- January 2012**

* Arranging flights, insurance and accommodation
* Using a booking system to secure holidays
* Collecting and processing payments
* Advising clients on travel requirements and arrangements such as visas, destination rules & regulations etc.
* Sending out tickets to clients
* Keeping clients up to date with any changes
* Dealing with complaints or refunds

**Concierge (On the Job Training)**

**Port Royal Ocean Resort and Conference Center**

**Port Aransas, Texas- United States Of America**

**March 2011 – June 2011**

* Handles all guest interactions with the highest level of hospitality and professionalism, accommodating special requests whenever possible
* Resolves customer complaints and assists customers in all inquiries in connection with hotel services, hours of operations, key hotel personnel, in-house events, directions, etc.
* Processes packages, faxes, messages, and mail which may be either outgoing or incoming in an accurate and timely manner
* Assure that desk collateral and information for restaurants, museums, attractions, maps, and other local attractions are updated and current
* Utilizes a variety of software programs to accurately input special arrangements the guest has made and to assure proper billing
* Assists with responsibilities and duties in the absence of or due to heavy volume in the areas of the Bell Desk, Business Center and lobby coverage

**EDUCATIONAL ATTAINMENT**

**Bachelor of Science in Hospitality Management**

COLEGIO DE SAN JUAN DE LETRAN

Manila- Philippines

**PERSONAL PROFILE**

Nationality : Filipino

Date of Birth : Sept. 13, 1991

Sex : Female

Marital Status : Single

Height : 5’3’’

**Job Seeker First Name / CV No: 1713990**

[Click to send CV No & get contact details of candidate](http://www.gulfjobseeker.com/feedback/submit_fb_em.php)

