

Nemvie

Email : nemvie.291423@2freemail.com

 Objective:

*Utilizing exceptional organizational and Communication skills*

 *to make a positive contribution to the organization.*

KEY Skills

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| Office Skills: | Answering Telephone & Front Desk Reception ◼ Customer Service ◼ Filing Database & Records Management ◼ Strong Analytical ◼ Efficient in problem solving ◼ Hardworking ◼ Honest ◼ Efficient ◼ Persuading and negotiating ability ◼ Able to work with minimum supervision and under pressure ◼ Flexible to different types of work and settings ◼ Willing to be trained and work for long hours ◼ With fast typing ability ◼  |
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Professional Experience

Gaisano Grand (Philippines) ◼ **Office Assistant,(Treasury Department)** **July 2013** to October 2015

Handle a variety of customer service and administrative tasks and resolve customer issues with expediency.

Answering Telephone calls.

Sorting Incoming and Outgoing Emails.

Replying / answering emails.

Filing, Editing, Scanning & Printing Documents

**Hotel fortuna (Philippines) Receptionist June 2012- June 2013**

* Attracts potential customers by answering product and service questions; suggesting information about other products and services.
* Responsible for ensuring customer satisfaction, resolving customer complaints and addressing any questions or comments those customers may have.
* Maintains customer records by updating account information.
* Maintains financial accounts by processing customer adjustments.

 CERTIFICATES;

 NCII Passer of Massage and Housekeeping

 Eligibility (Encoder) 2009

 Marketing and Hilton Philippines Seminars

educational Attainment

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## College: Bachelor of Science in Hospitality Management Major in Hotel and Restaurant Management Cebu

##  Technological University (2007-2012)

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##  Secondary: Cansojong National High School (2003-2007)

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 **Primary:** San Roque Elementary School (1996-2003)

personal information

 Date of Birth : June 29, 1991

 Place of Birth : Talisay City, Cebu City, Philippines

 Age : 24 years old

 Civil Status : Single

 Religion : Catholic

 Citizenship : Filipino

 Language Known : English,Tagalog & Cebuano