**RICHEL **

**United Arab Emirates**

**E-mail:** **richel.292838@2freemail.com**

**Contact #: C/o 0505891826**

**Objective:**

To pursue my career in a dynamic and progressive environment within an organization at a suitable level position, offering prospects of growth, career advancement and opportunities to utilize my strong customer service, sales and marketing services.

**EDUCATIONAL BACKGROUND:**

**Saint Paul College**

Cebu City, Philippines

**Bachelor of Science in Nursing**

June 2002- March 2006

**WORK EXPERIENCE:**

June 2012 to present

**Sales Associate**

Springfield

Al-ghurair Retail L.L.C

Dubai United Arab Emirates

 > Ensure each customer receives outstanding service by mystery shop standards

 > Maintain awareness of all promotions and advertisements

 > Execute the daily operational, day-to-day goals and priorities assigned

 > Answer customers’ questions and provide information

March 2011- September 2011

**Hotel Skills and Operation**

Academics and on the job/externship training

Sari Pacifica Hotel Resort and Spa Langtengah Island

PulauLangtengah, Kuala Terengganu , Malaysia

 > Answering telephone calls

 > Perform duties and responsibilities inherent of being a trainee

 > Welcoming guest and assisting them to meet their needs.

June 2009- August 2010

**Health Care Assistant**

Leabrook House Nursing Home

West Midlands

 > Carry out duties and tasks assigned by the nurse team leader or senior carer

 > Assisting vulnerable adults in meeting their daily needs.

 > Proper documentation on all reports.

 > Provide high standard services that support and assist residents

July 2008- May 2009

**Personal Care Assistant**

Complete Care Holdings Ltd.

1 Hawksworth Road, Telford Shropshire

United Kingdom

* Provide high standard services that support and assist residents to achieve maximum independence by meeting daily living and personal requirements within the plan of care, with consideration of individual preferences.
* As delegated and within level of responsibility, carry out all duties as outlined in the duty statement and as specified in the plan of care.

September 2007-May 2008

**Customer** **Care Representative**

Teletech

Cebu Philippines

 >Provide end to end Customer Service to Telstra customer

 > Understand why customer has called and what they need.

 > Work in a larger team in achieving the goals.

**Technical & Computer Skills**

* Microsoft Office “Word, Excel”
* Operating Systems: Win 7 &Win 10

**General Skills**

**•** Good time Management.

• Ability to work under pressure and meet tight deadlines.

• Be able to work unsupervised.

• Strong customer service orientation.

• Communication and Presentation skills.

• Interest, Willingness and ability to learn.

• Fluent in English Languages Reading, Writing, And Speaking, plus typing skills.

**Personal Details:**

Date of Birth: May 9 1987

Civil Status: Single

Nationality: Filipino

Height: 5’1

Weight: 110lbs