**CHARLYN SANCHEZ APARIS**

 **Mussafah Shabiya 10, Abu Dhabi, UAE**

 **Email Address: c\_aparis123@yahoo.com**

** Mobile No.: +971-568406731**

STRENGTHS:

-12 years Administrative Office

-Customer Service Oriented & Administration Skills

-Adherence to set policies & procedures

-Can deal with multicultural Clientele at all Levels

-Dedicated & Sincere Team Player

-Service oriented with high stress tolerance

-Commitment to Service Excellence

-Hard working & Calm Natured.

**SUMMARY**

Service – oriented professional with 10+ years of rich

experience in Customer Service and Office Administration

within diversified industries. Track record of exceeding

performance goals and customer service needs with proven

 ability to provide prompt services, handle multiple task and

 perform well under work pressure. Holds excellent

communication, analytical, interpersonal, organizational, coordination and time management skills. Initiative driven, dedicated and dynamic team player eager to take challenges in reputed industry.Computer literate. Can works under pressure without supervision. Work with accuracy and sufficiency.

**CAREER OBJECTIVES**

Can work in a dynamic corporate environment in order to constantly grow and evolve. To work in a respectable position in a reputed company where I would be able to apply my skills and utilize my qualifications in a productive manner. Willing to learn and grow in my respective fields

**QUALIFICATIONS**

-Bachelor Degree in Hotel & Restaurant Management, *Philippines*

-Hold a Certificate of Computer Programming, *Philippines*

-Proficient/excellent in Microsoft & Excel program.

**EXPERTISE/SKILLS**

-Interpersonal skills and good communication skills.

-Commercially minded and ambitious.

-Have excellent communication skills in English; Flexible. Can work in a team environment and graveyard schedules.

-Goal-result-oriented & well-organized with a track record that demonstrates self-motivation, creativity & initiative to achieve results in personal & business goals.

-Ability to control multiple tasking/activities simultaneously.

-Understanding cultural differences.

-Hard working nature along with patience and diligence.

-Excellent management skills.

**AREAS OF EXPERTISE**

* Perform administrative duties efficiently i.e correspondence, logistics coordination and record keeping.
* Provide the highest attention to the guest, colleagues & use outstanding service skills for each business contact.
* Engaged & respond to guest or services inquires in responsive, accurate & timely manner. Ensure understanding of guest needs through great attention to detail.
* Display high quality, prompt & professional guest service to achieve customer satisfaction & loyalty.
* Keep records of guest interaction & transactions, document details of inquires, issues, & actions taken.
* Confer with internal departments to exchange information, coordinate activities & promptly resolve issues.
* Manage & keep confidentiality in all correspondences, company documents & reports.

**PROFESSIONAL EXPERIENCES**

July 2014 – June 2016 **Private Secretary**

 Local Government Unit

 Ormoc City, Leyte,Philippines

**RESPONSIBILITIES:**

* Act as private secretary to the City Councilor off Omroc City
* Supervise and conduct line up/short briefing to all factory workers before shifting schedule
* Responsible for providing secretarial, clerical and administrative support in order to ensure that services are provided in an effective and efficient manner.
* Performed general office & clerical duties such as sorting mail, filing and typing.
* Answering Phone calls & emails.
* Assist in planning, preparations of meetings, activities of the city
* Maintain adequate inventory of office supplies
* Perform other related duties as required

July 1, 2004 to June 2014 **HRM AIDE**

Local Government Unit

 Ormoc City, Leyte,Philippines

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| **RESPONSIBILITIES:**  |

* Update and print Service Records of Government Employees
* Prepare and prints Vouchers and Petty Cash Obligations (OBR)
* Takes charge in printing the Daily Time Record (DTR) of employees
* Takes charge in updating the remittances of employees to other agency such as GSIS( Government Service Insurance System)
* Assist in encoding bank loan deductions of employees
* Prepare and print certifications of clients
* Perform other duties as required

**SPECIAL SKILSS, EDUCATION, AND EXPERIENCES**

All the jobs I have had working closely with large variety of people on many different levels I balanced the concern of different groups in order to reach the common goal. As a class Moderator, I dealt people under very trying circumstances.

**EFFECTIVE COMMUNICATION**

 As part of the curriculum in school I relied on effective communication in both Oral and Written presentation thru reading, listening and applying

**ORAGANIZATION AND MANAGEMENT**

My participation in student government and local government has developed my organizational and arrangement skills. In addition, my worked as Administrative Aide in has made me familiar with organizational procedures. When elected as a Youth Chairman and given a chance to join the “Youth Congress of the Philippines,” evolve my attitude and personal being to go through a matured and responsible humane.

**TRAINING PROGRAM & CERTIFICATES TO CREDIT:**

* Essential Food & Safety Management, Abu Dhabi, UAE
* Leadership Training
* Cake Decorating Workshop
* Values Orientation Workshop
* Care of Elderly and the Disabled at Daughters of St. Camillus Inc.
* First Aid Training
* Automated External Defibrillation Training
* Basic Life Support- CPR for Health Care Providers
* 5S Course “ Good Housekeeping”
* Antti-Red Tape Act 2007
* Orientation Workshop on the Performance Management System
* The Leading Way Towards Building &Upholding Excellent Quality Associates
* Sales and Marketing Department “Soaring High for Globalization in Hospitality Industry through Efficient and Effective Quality Service
* Front Office “ Systems Management Standards”
* Effective Public Relation : A key to Hospitality Industries Competency and Productivity

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| **ATTRIBUTES OFFERED:** |

* Flexibility
* Adaptability
* Ability to Multitask
* Planning and Organizing Skills
* Stress Tolerance
* High Energy Level

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| **PROFESSIONAL QUALIFICATIONS:** |

**College**

 **6 Months Caregiver Course**

 Western Leyte College, Ormoc City, Philiipines

 Completed August 2012

 **University of Cebu**

Bachelor of Science in Hotel and Restaurant Management

 Cebu City, Phillipines

 Graduated 2004

 **Secondary**

Saint Peters College

 Ormoc City, Leyte, Philippines

 Graduated 1999

 **Preliminary**

Ormoc City Central School

 Ormoc City, Leyte, Philippines

 Graduated 1995

**PERSONAL DETAILS**

* Nationality: Filipino
* Marital Status: Married
* Visa Status: Visit Visa
* Date of Birth: September 13, 1982
* Height : 5’1”
* Weight : 55 kls

***Can join immediately if hired****.*