Florence Jay Belleza



**PROFILE**

Committed and motivated with exceptional customer service and decision making skills. Strong work ethic, professional demeanor and great initiative. Proficient at quickly learning new procedures and taking ownership of diverse projects.

**KEY SKILLS AND COMPETENCIES**

Customer Service Skills

* Able to demonstrate a high standard of customer service
* Competent user of MS-Office (Word, Excel, Outlook, PowerPoint, Publisher)
* Ability to act on own initiative.
* Having a methodical and accurate approach to work activities.
* Finding solutions to issues and problems.
* Positive attitude, energetic approach and self-motivated.
* Good level of written and verbal communication skills.
* Able to handle complaints, aggressive customers and difficult situations.
* Able to react quickly and effectively when dealing with challenging situations.

**Personal Information:**

**Birth Date: August 13, 1994**

**Nationality: Filipino**

**Weight: 47Kls**

**Height: 5’’**

**Marital Status: Single**

**Sex: Female**

**Religion: Roman Catholic**

**Experience**

**Spa Receptionist**

**Novotel Hotel - The Novotel Dubai Al Barsha is a brand new 4-star hotel located in the city Centre with convenient access to Dubai's major business hubs and leisure attractions.**

**Dubai, UAE – Nov 05, 2013 –Feb 05, 2014**

Providing support, help and advice to customers who use the company’s products or services. Also responsible for arranging appointments, meeting with potential customers, explaining our products, answering questions, writing up orders, and asking for recommendations.

**Work Duties**

* Taking ownership for queries from first contact to resolution.
* Interacting directly with potential, new and existing clients.
* Informing customers of all the latest products and promoting products and services.
* Resolving face to face, telephone and email queries quickly and to completion.
* Monitoring until completion outstanding orders and enquiries.
* Handles Payment. Track Equipment and Supplies including schedule appointments and follow-up on visits.
* Keep other employees informed of customers’ needs. Processing customer registrations.
* Receive all incoming correspondence and packages and route to correct recipient.

**Accounting Staff**

**Tagum Tourist Inn - It’s located in Tagum City Philippines provides comfortable rooms with wireless internet access, equipped to fit the needs of any traveller. It also provides room service, an airport shuttle and a designated smoking area.**  
**Philippines –jan 05, 2015 –feb 03, 2016**

Working as part of a team in a busy and dynamic hotel. Providing them with the highest service standards to ensure the company has a good reputation and good feedback is received.

**Work Duties**

* Maintains and balances an automated consolidation system by inputting date; scheduling required jobs; verifying data.
* Analyses information and options by developing spreadsheets reports; verifying information.
* Prepares general ledger entries by maintaining records and files; reconciling accounts.
* Prepares payments by accruing expenses; requesting disbursements.
* Update, verify and maintain accounting journals and ledgers and other financial records.
* Accomplishes accounting and organization mission by completing related results as needed.

**Education**

**Diploma in Information Technology**

**STI Tagum**

**Bread and Pastry NCII Passer**

**Job Seeker First Name / CV No: 1815210**

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