**Kayla**

**Kayla.333504@2freemail.com**

**Visa Status: Visit Visa**

**KEY SKILLS:**

Proficient in Microsoft Office, Extensive Software skills, Good telephone skills, Knowledge in Shop Inventory, POS machine, Experience in handling Staff, Excellent dealing with customers, Proficient in English Language, Time Management, and Organizational Skills.

* **WORK EXPERIENCE**
* **Operation Coordinator/Shop Supervisor**

SHARETEA (Tea story Investment LLC, Dubai UAE)

May 2012 to November 30, 2014

**Key responsibility:**

* + Assist other store employees with their work
	+ Train New Staff
	+ Check the flow of the store from time to time.
	+ Assist the customer with their demands, suggestions and complaints.
	+ Making Weekly Staff Roster
	+ Handling Monthly Communication Staff Meeting.
	+ Doing Spot Check for 2 shops (Petty Cash & Cash Flow)
	+ Responsible for Local purchase ordering
	+ Doing daily and monthly Shop Inventory.
* **Receptionist/Admin Assistant**

Sony Service Center, Baguio City Philippines

June 2009- July 2011

**Key responsibility:**

* Greet clients, visitors and guests as they enter into office
* Provide information regarding products or services of the company
* Answer inquiries regarding services and availability of the personnel
* Schedule, reschedule and cancel appointments
* Answer telephone calls and transfer calls to the appropriate person
* Provide information to callers over the telephone
* Respond to emails and office correspondence
* Update employee attendance and visitors’ records
* Assist visitors in filling out forms
* **Front Desk Administrative Assistant**

Sony Service Center, Baguio City Philippines

February 2007- March 2009

**Key responsibility:**

* answer incoming calls, determine purpose of call and transfer call
* take and deliver messages
* greet visitors
* monitor visitor access
* generate reports and other documents
* maintain front desk procedures including contact information, directions and frequently requested company information
* **EDUCATION:**

Bachelor of Arts in English

* UNIVERSITY OF THE CORDILLERAS, Philippines
* Year Graduated: August 5, 2016
* **PERSONAL INFORMATION**
* Birth Date: May 7, 1989
* Age: 27 years old
* Birth Place: Angeles City, Pampanga
* Height: 5’2”
* Civil Status: Single
* Nationality: Filipino