**Donna**

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| **objective** | |
|  | To be a part of an organization where I can contribute to its success , maintaining a principle of service for others while fostering personal growth |
| **Working Experience** | |
|  | **July, 2014 - up to January, 2017**  ***Archives Clerk/Secretary*  Business Bay**   * Assigned to renew contracts, accomplish and online * Contact or follow-up tenants regarding their lease renewal * Handled various office receptions with efficiency and diligence * Managed customer queries in a proficient manner * Attended phone calls; Kept detailed messages from the person called upon, containing name, call timing and business nature * Successfully organized appointments between the customer / clients and the superior * Deal with all inquiries in a professional and courteous manner. * Ensure that all information between the client and the team leader is kept confidential   **May 15, 2012 - May 14, 2014 Fitness 360 *Receptionist cum Junior Fitness Instructor* Arabian Center, Dubai**   * Welcomes and assists visitors/clients with proper courtesy * Carry out instructions given by the management team and head office. * Maintains safe and clean reception area by complying with procedures, rules and regulations. * Maintain the general filing system by filing all correspondences. * Maintain an adequate inventory of office supplies. * Coordinate the repair and maintenance of office supplies. * Conduct high quality inductions to new gym members. * Provide quality member service through the gym team and all aspects of the club. * Supervise and assist clients in setting and achieving realistic fitness goals based on each client's needs. * Oversee the general maintenance of the gym and it’s facilities and ensure that all equipment are well-maintained and properly configured. * Should be able to maintain and observe the safety precautions and regulations for the proper gym usage for all the users.   **May 5, 2007 – May 5, 2008** **Le Mirage Hospitality**  **Masseuse/ Spa Therapist** Doha, Qatar   * Administers different massage techniques (Swedish, Shiatsu, Sports Massage) based on the clients needs * Render such other works necessary to accomplish the objectives of the job from time to time   **July 2006 – April 2007 Fitness First Body Care**  **Masseuse/ Spa Therapist** Citibank Tower, Makati City   * Administers different massage techniques (Swedish, Shiatsu, Sports Massage, Chair Back Massage, Zen Foot Reflexology, Aroma Scalp Massage) based on the clients need * Performs various skin treatments (Body Scrubs, Detoxifying rituals, Facial Treatments, Skin Whitening) * Sells and promotes products that the company is offering   **October, 2004 – July, 2006 Forever Flawless Face and Body Center** SM Megamall, Bldg B , Mandaluyong City  **Receptionist**   * Ensures smooth flow of services by synchronizing availability of facialist, scrubbers, doctor, and facilities * Does records management (maintenance and tracking of office files and documents, including electronic files) * Handles communications (fax, mails, e-mail messages, telephone messages, inquiries and guest) * Encodes patient information * Deal with queries from the public and customers * General administrative and clerical support * Prepare letters and documents * Receive and sort mail and deliveries * Schedule appointments * Maintain appointment diary either manually or electronically * Organize meetings * Tidy and maintain the reception area |
|  | **May 2002 – October 2004 Forever Flawless Face and Body Center** SM Megamall, Bldg B , Mandaluyong City  **Aesthetician/ Facialist**   1. Performs all facial and body treatments; informs patient about medicines and other treatments offered in the clinic; attends to patient’s inquiries 2. assist the dermatologist in doing medical procedures (i.e: warts removal, power peel, mesotherapy, sclerotherapy, skin peeling, back peeling, pimple injection); 3. monitors wellness and satisfaction of patients. |
| **Education** | |
|  | November 2009  **PHILIPPINE NATIONAL RED CROSS**   * *First Aid and Basic Liffe Support*   February – October **2009**  **ST. AUGUSTINE SCHOOL OF NURSING**  Mandaluyong City   * *Professional Caregiver*   1996 – 2000 **FATIMA MEDICAL SCIENCE FOUNDATION INC.** Valenzuela, City   * *Bachelor of Science in Physical Therapy*   1994 – 1996 **FAR EASTERN UNIVERSITY**  Recto, Manila   * *Bachelor of Science in Physical Therapy*   1984 – 1994 **SIENA COLLEGE OF TAYTAY**  Taytay, Rizal   * *Primary and Secondary Education* |

**SUMMARY OF SKILLS AND COMPETENCIES**

* Strong communication skills
* Excellent Customer Orientation
* Excellent ability to adapt to difficult situations
* Detail oriented
* Capable problem solver
* Good organizational skills
* Leadership skills