**Donna**

**Donna.334010@2freemail.com**

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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
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|  | **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.
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| **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*
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**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