Louella

Louella.334275@2freemail.com

**Objective:**

Productive and consistent individual seeking a position as an Executive Secretary at Vanderbilt. Bringing expertise in organizing calendars, coordinating conferences and establishing communication programs.

**Working Experience (s):**

**HOTEL RIYADH**

**SECRETARY OF F&B DIRECTOR**

**MARCH 16, 2015 – UP TO PRESENT**

DESCRIPTION OF FUNCTION:

\* Organize daily incoming correspondence, make preliminary assessment and handle and respond as appropriate

\* Compose and prepare routine correspondence and prepare simple interpretation of documents and correspondence if requested

\* Prepare, assemble and distribute various reports and documents

\* Receive and screen all incoming telephone calls, provide and receive information or refer the matters to the appropriate person to handle

\* Keep calendar constantly updated to facilitate appointment and meeting schedules

\* Establish and maintain various filing / records / database of business contacts, trace pending items and follow up as appropriate

\* Arrange for various meetings and take minutes

\* Function as an administrative link to ensure that all parties receive the relevant information respectively

\* Organize business travel arrangements and other duties as assigned.

**ELEPHANT GROUP OF COMPANY**

**BGC TAGUIG CITY, PHILIPPINES**

**Secretary of Sales for Hotels.Com**

**May 2010 – January 2015**

DESCRIPTION OF FUNCTION:

\* Processes reservations by mail, telephone, telex, cable, fax or central reservation systems referral.

\* Processes reservations from the sales office, other hotel departments, and travel agents.

\* Knows the type of rooms available as well as their location and layout.

\* Knows the selling status, rates, and benefits of all packages plans.

\* Knows the credit policy of the hotel and how to code each reservation.

\* Creates and maintains reservation records by date of arrival and alphabetical listing.

\* Determines room rates based on the selling tactics of the hotel.

\* Prepares letters of confirmation.

\* Communicates reservation information to the front desk.

\* Processes cancellations and modifications and promptly relays this information to the front desk.

\* Understands the hotel's policy on guaranteed reservations and no-shows.

\* Processes advance deposits on reservations.

\* Tracks future room availabilities on the basis of reservations.

\* Helps develop room revenue and occupancy forecasts.

\* Prepares expected arrival list for front office use.

\* Assists in preregistration activities when appropriate.

\* Monitors advances deposit requirements.

\* Handles daily correspondence. Responds to inquiries and makes reservations as needed.

\* Makes sure that files are kept up to date.

\* Maintains a clean and neat appearance and work area at all times.

\* Promotes goodwill by beings courteous, friendly, and helpful to guests, mangers, and fellow employees.

\* Walk around with the client and ensuring that they secure whatever services they are in need of.

\* Getting information about areas of interest in order to target more clients in particular seasons.

\* Making arrangements for clients travel programs.

\* To be aware of all front office procedures and assist with reception duties when required.

\* To be fully aware of and adhere to health and safety, fire and bomb threat procedures.

\* Willing to undertake any reasonable request made by management in any other areas of the house.

\* Open and close the availability as and when required of hotel in all the GDS channels, IDS channels and on the hotel website.

\* Configuring rates on the hotels property management system.

**ACCENTURE DELIVERY CENTER PHILIPPINES**

**CYBERGATE ORTIGAS MANDALUYONG CITY, PHILIPPINES**

**J1G / Senior Assistant for Expedia Hotels and Airline Account**

**June 30, 2008 – April 3, 2010**

DESCRIPTION OF FUNCTION:

• Performs internal supplemental audits of a technical discipline to verify that facility records are in conformance to applicable SOP and regulatory requirements.

• Ensures systems used in QA are properly maintained (QA audit records, training records).

• Performs protocol, data, report, and in-lab phase inspections in a technical discipline to verify conformance to applicable SOP and regulatory requirements.

• Evaluates responses to inspection reports and performs follow-up with respondents, management, or others, if needed, to ensure resolution.

• Notifies management of quality/compliance trends and service failures.

• Monitor regulatory and industry trends/actions and report regularly to QA management.

• Research and write white papers providing recommendations for QA management.

• Facilitates changes to SOPs, policies, training materials, and other documents for a technical discipline.

• Mentors co-workers and internal customers with interpretation of regulatory requirements SOP requirements, and other guidance documents, as applicable.

• Assists and/or hosts during regulatory inspections.

• Provide supervisor support on selected, large-scope projects involving data collection and / or research small scope individual topics drafting recommendations to QA management.

• Develops and implement appropriate verification programs and systems at co-manufacturing sites.

• Interfaces with Co-manufacturing QA/QC/Mfg and Sales or Customer Service (or other groups) in problem resolution, and continual improvement.

• Provides advanced assistance to host by establishing client contact.

• Performs gap analysis of quality and analyzes monthly trending reports of key quality indicators for co-manufacturing sites to ensure continuous quality improvement.

• Recommends and implements modifications of existing quality or production standards to achieve optimum quality within limits of equipment capability.

• Responds to customer complaints, inquiries and audit requirements relating to Co-manufacturing sites with appropriate sense of urgency and business criticality.

• Support product quality/ co-manufacturing failure investigations, define investigational strategy.

• Evaluates new co-packers prior to site selection and works with selected sites to ensure timely implementation and effectiveness of corrective actions.

• Build appraisal system and appraise staff include performance appraisal samples.

**NATIONAL CENTER FOR MENTAL HEALTH (NCMH)**

**MANDALUYONG CITY, PHILIPPINES**

**Psychiatric Nurse**

**January 2006 – May 2008**

DESCRIPTION OF FUNCTION:

• Provide direct care to the patients, which includes facilitating social and emotional needs, supervising medication schedules and evaluating patient progress.

• Provide social support to the patients by creating and encouraging patients to take advantage of opportunities such as support groups, social activities and other therapeutic measures, as well as participating with patients where appropriate.

• Assessing and talking to patients about their problems and discussing the best way to plan and deliver their care;

• Building relationships with patients to encourage trust, while listening to and interpreting their needs and concerns;

• Ensuring the correct administration of medication, including injections, and monitoring the results of treatment;

• Responding to distressed patients in a non-threatening manner and attempting to understand the source of distress;

• Applying 'de-escalation' techniques to help people manage their emotions and behavior;

• Preparing and participating in group and/or one-to-one therapy sessions, both individually and with other health professionals;

• Providing evidence-based individual therapy, such as cognitive behavior therapy for depression and anxiety;

• Encouraging patients to take part in art, drama or occupational therapy where appropriate;

• Organizing social events aimed at developing patients' social skills;

• Preparing and maintaining patient records;

• Producing care plans and risk assessments for individual patients;

• Ensuring that the legal requirements appropriate to a particular setting or group of patients are observed;

• Working with patients' families and careers, helping to educate them and the patient about their mental health problems;

• Promoting a 'recovery' based approach to care.

**PUREGOLD PRICE CLUB INC.,**

**TABBACALERA ERMITA MANILA, PHILIPPINES**

**HR Payroll / Concessionaire Officer**

**May 2005 – December 2005**

DESCRIPTION OF FUNCTION:

• Maintains payroll information by collecting, calculating, and entering data.

• Updates payroll records by entering changes in exemptions, insurance coverage, savings deductions, and job title and department/division transfers.

• Prepares reports by compiling summaries of earnings, taxes, deductions, leave, disability, and nontaxable wages.

• Determines payroll liabilities by calculating employee federal and state income and social security taxes and employer's social security, unemployment, and workers compensation payments.

• Resolves payroll discrepancies by collecting and analyzing information.

• Provides payroll information by answering questions and requests.

• Maintains payroll operations by following policies and procedures; reporting needed changes.

• Maintains employee confidence and protects payroll operations by keeping information confidential.

• Contributes to team effort by accomplishing related results as needed.

**EDUCATIONAL ATTAINMENT:**

**TERTIARY: PAMANTASAN LUNGSOD NG MAYNILA**

INTRAMUROS MANILA PHILIPPINES

 COMPLETED ALL THE ACADEMIC REQUIREMENTS FOR MA-PSYCH PROGRAM IN INDUSTRIAL-ORGANIZATIONAL PSYCHOLOGY

**ADAMSON UNIVERSITY**

 100 SAN MARCELINO ERMITA MANILA, PHILIPPINES

COMPLETED ALL THE ACADEMIC REQUIREMENTS FOR THE DEGREE OF BACHELOR OF SCIENCE IN GENERAL PSYCHOLOGY

4 YEAR COURSES

* SAN LORENZO LEADERSHIP AWARDEE OF THE YEAR

**ASIAN INSTITUTE OF THE PHILIPPINES**

COMPLETED ALL THE ACADEMIC REQUIREMENTS FOR THE DEGREE OF BACHELOR OF SCIENCE IN COMPUTER SCIENCE

4 YEAR COURSES

**SECONDARY: RAMON MAGSAYSAY HIGH SCHOOL**

 ESPAÑA, MANILA PHILIPPINES

 COMPLETED ALL THE ACADEMIC REQUIREMENTS FOR THE SECONDARY EDUCATION

* NORWEGIAN MISSIONARY ALLIANCE SCHOLAR

**PRIMARY: APOLINARIO MABINI ELEMENTARY SCHOOL**

 QUIAPO, MANILA PHILIPPINES

 COMPLETED ALL THE ACADEMIC REQUIREMENTS FOR PRIMARY EDUCATION.

* NORWEGIAN MISSIONARY ALLIANCE SCHOLAR

**CHARACTER REFERENCE**

- AVAILABLE UPON REQUEST

**I hereby all information given about is true and correct to the best of my knowledge.**