**Isadora**



**Isadora.335161@2freemail.com**

**QUALIFICATIONS**

* Very good communication skills
* Able to learn and apply quickly and effectively
* Hard working, detailed oriented and able to multitasking
* Honest and flexible

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| ***OBJECTIVES:*** |

 I am a hardworking, flexible, highly disciplined, dedicated, focused and honest

individual. Willing to learn and be trained to a new job. Knows how to communicate well and deal with people in all walks of life. Motivated with interpersonal communication and relationship management. Competent in handling pressures.

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| ***WORK EXPERIENCES*** |

From June 2014 – November 2016 The Palace Hotel downtown

***Business Centre Administrator*** Downtown Dubai UAE

* Greeted the guest upon arrival ensure the entire guest entered the lounge are attended.
* Ensure that all equipment are functioning properly
* Doing Pre arrival, pre departures and courtesy calls
* Handling cash, and balances at the end of the shift.
* Arrange secretarial and other office services if requested by guest
* Awareness of all daily activities and meetings taking place in the hotel
* Arrange a meeting rooms if the department needed or a last minute request from a guest
* Responsible for ensuring tidiness & cleanliness the area of responsibility
* Following up all the email received.
* Book binding, laminating and other miscellaneous task.
* Reliever to FO coordinator during her absence.

March 2009 – May 2014 The Palace Hotel Downtown

 Downtown Dubai UAE

***Telephone/switchboard operator***

* Taking inbound calls within three rings and connecting calls politely
* Receiving and passing on telephone calls, telegrams and faxes and their documentation
* Handling wakeup call precisely for both individuals and group guest
* Giving information to the guest such as, internet connection, location and others attractions in the city or any query.
* Responding to any queries of the guests, outside callers, visitors or staff
* Carrying out tasks in emergency situations.
* Making phone calls, reservation for a restaurant, spa or transportation
* Always available for guests at all times as a point of contact and co- responsibility
* Perform other duties and responsibilities as required such as:

**Knowledge of Company System Application as follows;**

* **FMC** (Micros- Fidelio Material control)
* **Interflex/Oracle** (Time & Attendance system linked in HRB - payroll system)
* **EAM** (enterprise asset management system & application)
* **JDPA** reports and **CID data entry.**
* **Opera PMS version 5.0**

September 17, 2007 – February 2009 The Palace Hotel Downtown

Pre-opening team Downtown Dubai UAE

***Lobby Hostess***

**As Guest Engagement Team:**

* Acting as the hotel ambassador that represents the hotel’s first and lasting impression
* To be ensure that all guests are met and offered warm welcome on arrival and fond farewell
* Being at forefront to guide on directions to all guests and ensuring that they are well informed
* As a hostess, I’m coordinating with concierge recommend dining, city tour excursions and advice of activities with recommendations and offer assistance to guest.
* To offer hotel orientation to guest and ensure they are aware of all facilities/outlets, locations and operating hours
* Handling all incoming and outgoing telephone calls
* Acting as a link between guests and the management
* Ensuring that our guests receive and enjoy our services as per the standards in place

May 2004 – November 2004 National Book Store

***Sales Clerk*** Star Mall Mandaluyong City Phils.

* Maintain personal grooming
* Welcoming the costumers and assist to their needs or query
* Maintain the cleanliness or the area and arrange it accordingly
* Handling files and documents
* Doing inventory of the stocks
* Making a monthly report of all selling stocks

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| ***EDUCATION*** |

School year 1999- 2003 La Carlota City College

College Degree La Carlota City, Negros Occidental

Bachelor of Science in Elementary Education Philippines

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| ***PERSONAL SKILLS*** |

* Confidently operates switchboard consoles (MERIDIAN & ALCATEL 4059 MAC) voice

 Messaging system and associated computer equipment in accordance with departmental

* FIDELIO and OPERA experienced
* Computer literate (MS office and Internet Application)
* Customer oriented and has a good interpersonal skill
* Responsible enough to meet work deadlines
* Patient and willing to work long and shift hours
* Self-motivated and goal oriented
* Speaks and write English and Filipino languages

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| ***TRAININGS ATTENDED*** |

 ***The Palace Hotel Downtown***

* CROSS LEARNING SALES COORDINATOR (180 hours)
* TRAIN THE TRAINER
* HANDLING GUEST COMPLAINTS
* THINK POSSITIVE
* FRONT DESK UPSELLING
* STAR TRAINING
* ONE SIZE FITS ONE
* GALLUP
* EMOTIONAL INTELLEGENT (EQ)
* FIRE DRILL
* NAME RECOGNITION
* FIRE MARSHAL
* SECURITY AWARENESS
* FIRST AIDER CERTIFIED

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| ***PERSONAL INFORMATION*** |

Date of Birth: September 20, 1978

Place of Birth: La Castellana, Negros Occidental

Civil status: Married

Nationality: Filipino

Religion: Muslim

Visa status: Employment

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| ***REFERENCE*** |

 Available upon request