**Meriam**

[**Meriam.335639@2freemail.com**](mailto:Meriam.335639@2freemail.com)

**POSITION DESIRED:** SALES, CUSTOMER SERVICE AND MARKETING & ADMIN. ASSISTANCE

**OBJECTIVE:**

* To find suitable employment in an organization where my experiences, special skills, educational attainment, and achievements could contribute to the success of the company.

**HIGHEST EDUCATION:**

* **Bachelor of Science in Secondary Education**

DIPLOMA Graduate-OCTOBER 08, 2005

Major in General Science

University of San Jose- Recoletos

Cebu City, Philippines 6000

**ACHIEVEMENTS:**

* Scholar of Commission on Higher Education(CHED) 2001-2005
* Recognized Resource Speaker during ECO-Training Program for all Private Secondary Teachers in 3rd District of Cebu, Philippines- 2010
* One of the Best Customer Service Representatives of QUALFON PHILIPPINES INCORPORATED (BPO) 2010-2013
* One of the Top Sellers of Hilton Hotels Worldwide-Hotel Reservation, Ortigas, Manila Phils. 2013

**SKILLS:**

* Knowledge of office administration and customer services (Sales, Hotels, Real Estate and BPO Call Centers).
* Excellent interpersonal, team work, bookkeeping, analytical, time management and problem solving skills.
* Word processing - MS Word and Power Point.
* Spreadsheets – MS Excel
* E-mail – MS Outlook

**WORK EXPERIENCES:**

**Sales Associate**

AL GHURAIR RETAIL LLC

November 02, 2014- Present

Dubai, UAE

Duties and Responsibilities:

* Prepares list of items to be replenished for merchandising.
* Provides Excellent Customer Service and product knowledge (answer and responding customer queries about the products and it’s features and benefits)
* Handle refunds, returns and exchange of items.
* Maintain a filing system for all financial documents.
* Follow check list before opening and after closing the shop.
* Perform other related duties as required.

**Reservation Agent**

AEGIS PEOPLE SUPPORT – HILTON WORLWIDE

August 2010 – April 2013

Ortigas, Manila Philippines

Duties and Responsibilities:

* Respond and to communicate from Guest, Travel agents, referral networks concerning reservations.
* Create and maintain reservation records-usually by date of arrival and to prepare confirmation and promptly processes for any cancellation and modification.
* Track future room availability on the basis of reservations, and helps develop forecast for room revenue and occupancy.
* Knows the type of rooms hotel has, as well as their location, layouts, amenities, packages plan, rates and benefits.
* Perform other related duties as required.

**Customer Service Representative**

QUALFON PHILIPPINES INCORPORATED

June 2010- April 2012

IT Park, Apas, Lahug, Cebu City Philippines 6000

Duties and Responsibilities:

* Handle inbound and outbound calls for activation, reactivation and deactivation of the phones
* Troubleshoots the phones on-line regarding unable to make, receive calls, SMS, mms and other features of the phone.
* Provide and maintain Excellent Customer Service especially an escalated calls for a fraud customers.
* Perform other related duties required.

**Marketing and Administrative Asst.**

Paramount Property Ventures-Legacy Plains Memorial Garden

September 2008- February 2009

Cebu City, Philippines 6000

Duties and Responsibilities:

* Conduct Product Knowledge Seminar for In-house Sales and Broker Representatives.
* Maintain a filing system of administrative documents.
* Conduct Prospecting and Saturation Program.
* Perform other related duties required.

**SEMINAR ATTENDED:**

* Human Resource Management

March 2006 – Conducted by City Government of Cebu City, Philippines

* Office Etiquette

April 2006 - Conducted by City Government of Cebu City, Philippines

* Telephone Etiquette

May 2006 - Conducted by City Government of Cebu City, Philippines