**Curriculum Vitae**

**Bai**

[**Bai.335933@2freemail.com**](mailto:Bai.335933@2freemail.com)



**PERSONAL PROFILE**

Nationality Filipino

Marital Status Single

Date of Birth 26/11/1985

Languages English, tagalog

Driving license Dubai License

Visa Status Transferable Visa

**QUALIFICATIONS:SPA COLLEGE, INC**

Bachelor’s Degree in Bachelor of Science in Commerce Major in Management

**COMPUTER SKILLS:** (MS: Word, Excel, outlook, & internet)

**OBJECTIVES:** Seeking for a more challenging position to develop and contribute my knowledge and skills to a well-organized reputed Company.

**PROFESSIONAL STRENGTHS:** Self-motivated and experienced working with a teamand high level of commitment to the job and organization, ability to work independently and excellent communication skills

**EMPLOYMENT HISTORY**

**09/09 /2013 Till present**

**Employer:**Dnata Emirates Group, Dubai International Airport – Terminal 1

**Position:**Customer Service Agent

Responsibilities and duties:

* Ensure that delivery of claimed baggage is done against proper documents and as per the airline contracts
* General Accountabilities:   
  Display excellent customer service skills, team work and understanding to achieve customer satisfaction. Strive as part of a dedicated team to avoid complaints and earn compliments. Ensure excellent discipline and grooming standards are displayed at all times while on duty. Always adhere to the set service standards and procedures so that the passengers are handled in a friendly and efficient manner
* Ensure all equipment used at the designated work location is in good working order and report any maintenance requirements to the senior management on duty
* Ensure that all the requests and completion remarks are updated accurately in DMIS and that all charge notes are generated and authorized for billing. Generate a list of pending requests from DMIS to analyze advance work load profile
* Report any irregularity or service shortfall to the senior management on duty to enable service recovery and appropriate corrective action to be taken
* Ensure that the handling requirements of the various categories of passengers (e.g. unaccompanied minors, young passengers, wheelchair, elderly and passengers with special needs etc...) have been met and that special services and facilities are provided to meet any special services requirements by the customers
* Special Handling Agent Allocate manpower (attendants, buggy operators, etc.) as per the various obtained requests (wheelchair assistance, lounges) thus ensuring timely boarding of the passengers and planning of sufficient manpower at all times to cover the service needs
* Ensure effective communication with the passengers and the senior management and update if any flight or service delays is anticipated
* Baggage Services Agent Attend to passengers and raise reports for mishandled baggage or property irregularity, update systems regularly and respond to passengers queries
* Ensure that left behind baggage or baggage received for transfer are dispatched to the stations concerned as per the airlines and security procedures
* Organize left luggage store systematically and that correct charges are applied on all left luggage bags. The amount collected is deposited in the company's bank account and a daily sales report is prepared on shift basis
* System Service Agent Ensure allocated flights are opened/closed and edited as per the defined configuration and the airline specific requirements
* Ensure flight control sheets are maintained for each flight and message with regards to PNL, ADL, SOM, and LDM are actioned and filed
* Regularly update DMIS with configuration, booked load and actual load of the flight allocated
* Control flights (where applicable) through the various DCS by assessing passenger load and amending levels for No Recs/Go Show, staff acceptance, upgrading and downgrading according to the airline specific requirements

**26/03/ 2009 – 10/07/2009**

**Employer:**MEGLOBAL, Dubai Airport Free zone (DAFZ)

**Position:**Administrative Assistant cum Receptionist

Responsibilities and duties:

* + - * Coordinating with other staff for operation support and serves as liaison between departments to carry out operation and resolve problems
      * Provide administrative/secretarial support to various departments such as answering telephone and resolving administrative problems and inquiries
      * Handles desktop computer to compose & edit correspondence from dictations or verbal instructions, prepare, transcribe, type and distribute letters and memos
      * Summarize job orders of clients individual to be forwarded to the accounts for invoicing and dissemination
      * Notes schedule, reschedule and new appointments of clients
      * Schedule travel, coordinate with travel agency to obtain the best possible trip and prepare travel expense reports accordingly
      * Plan meetings and conference calls, arrange and manage meetings

**April 2008 – August 2009**

**Employer:**Emirates Photo Marketing LLC, Carrefour, Ajman UAE

**Position:**Merchandiser

Responsibilities and duties:

* Accompanying customer to appreciate the product features
* Visual Merchandising
* Promote and market the Camera products via store displays
* Address customer complaints or issues / maintain high customer service levels
* Develop relationship at store, wholesale and manufacturer level
* Maintains store shelves by observing displays of company products
* Prepares report for Manager and Auditor

**12/07/ 2006 – 08/03/2008**

**Employer:**Emirates Photo Marketing LLC, Sharjah Rolla street

**Position:**Shop Attendant– Cashier

Responsibilities and duties:

* Receives and deposits remittances from daily sales and collection
* Prepares vouchers and checks for issuances
* Prepare daily cash sales and collection report
* Issues Official/Provisional/Acknowledgement Receipt
* Updates book of accounts (Sales and Purchase Journals)
* Releases check payment to suppliers
* Costing inventory, and request for purchase of products
* Cashiering and balancing of sales for daily remittance
* Files documents for auditing and payment process
* Answer telephone calls and follow up calls for Accounts Receivable

Available to join immediately