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|  | my new photo.jpg JULIEJULIE.335989@2freemail.com  |

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|  | OBJECTIVESTo find a challenging position with a room for professional growth and development in a company that promotes initiative and advancement.SUMMARY OF QUALIFICATIONSOver seven years progressive experience in all phases of hotel standards and administrative functions: Core competencies:

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| * Training and Development
* Manpower Management
* Excellent Interpersonal and a Customer Service Skills
 | * Function well in high stress atmosphere
* Ability to lead, guide and motivate people at all levels
 | * Proficient in written and oral communication English Language skills.
* Security and Safety Management
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EDUCATIONTertiary Dominican College of Tarlac 2000-2002 Associate in Computer SecretarialWORKING EXPERIENCE**72 BY HUES HOTEL – Five Star Hotel****HR In-Charge / Admin Secretary / Sales Coordinator**Corniche St. Buhaira, Sharjah United Arab EmiratesAugust 02, 2015 to January 10, 2017**DUTIES AND RESPONSIBLITIES:*** Responsible in the recruitment, selection and placement activities.
* Conducts company induction program/orientation of newly joined employees
* Responsible for Compensation and Benefits
* Ensures effective and appropriate policies and procedures are followed (e.g. processing of personnel actions, including new hires, transfers, promotions, termination, and completion of state reports) for the purpose of being timely, accurate, legal and meeting organizational objectives.
* Conduct for Departmental Training - In House
* To evaluates the effectiveness of training sessions and programs for the purpose of determining whether changes need to be made to ensure appropriate skills development.
* Interprets a variety of written materials (e.g. transcripts, references, employment records, for the purpose of ensuring compliance with regulatory requirements
* Responsible for a variety of briefing, meetings/ staff gathering, and employee events
* Assures completion of pre-employment requirements (such as Medical, Occupational Health And Medical Insurance etc…
* Knowledgeable in procedure and processing of visa employment issues and acting as PRO
* Maintains and accurate and updated manpower inventory at all times.
* Keep records of active file applicants as well as non-active ones.
* Coordinate with third party with regards to replacement/additional employees.
* Monitor/update records in Biometrics/Timekeeping and responsible for monthly checking of payroll timesheet
* Handling the security office
* Handling all Staff Accommodation activities
* Perform assigned tasks

**GOLDEN TULIP AL THANYAH (Opening Team)****Executive Secretary/Sales and Banquet Coordinator/E-Commerce Officer**Tecom area, Al Barsha, Dubai, UAEMay 27th 2014 – July 01, 2015**DUTIES AND RESPONSIBLITIES:*** Read and analyze incoming memos, submissions, and reports in order to determine their significance and plan their distribution.
* File and retrieve corporate documents, records, and reports.
* Greet visitors and determine whether they should be given access to specific individuals.
* Perform general office duties such as ordering supplies, maintaining records management systems, and performing basic bookkeeping work.
* Prepare agendas and make arrangements for committee, board, and other meetings.
* Make travel arrangements for executives.
* Conduct research, compile data, and prepare papers for consideration and presentation by executives, committees and boards of directors.
* Attend meetings in order to record minutes. Compile, transcribe, and distribute minutes of meetings.
* Coordinate and direct office services, such as records and budget preparation, personnel, and housekeeping, in order to aid executives.
* Meet with individuals, special interest groups and others on behalf of executives, committees and boards of directors.
* Manage and maintain executives' schedules.
* Prepare invoices, reports, memos, letters, financial statements and other documents, using word processing, spreadsheet, database, and/or presentation software.
* Set up and oversee administrative policies and procedures for offices and/or organizations.
* Review operating practices and procedures in order to determine whether improvements can be made in areas such as workflow, reporting procedures, or expenditures.

**Job Description of Sales Coordinator**  * Primarily assists the sales team, focusing mostly on managing schedules and the distribution of any sales documentation.
* Prepares and then follows up on any sales quotations made for clients, negotiating terms with the client at a cost best suited for them.
* Must be able to efficiently respond to any online or telephone queries in a calm and friendly manner.
* Must liaise between other departments and the client to provide the service most suitable to the client’s needs, cost and time restraints.
* Must also be able to work closely with the Sales team to assess the progress of the department and develop Sales strategy accordingly.
* May also be required to produce reports on progress within the department and outline any developed strategies to improve.
* May be responsible for overseeing any supercharges and evaluating any alterations to both external and internal staff.
* Handling a high volume of customer enquiries whilst providing a high quality of service to each caller.
* Responding to sales queries via phone, e-mail and in writing.
* Completing the administrative needs of the Sales Department. Making follow up calls to confirm in each inquiries.
* Organizing sales promotional campaigns such as email campaign, exhibitions, events etc….
* Carrying out administrative tasks such as data input, processing information, completing paperwork and filing documents.
* Managing all the sales related activity of the company.
* Handling E-Commerce job as well such as hotel website online account, cms, ice portal, doing the own flyers/promotions designing for the company.

**ANASIA TRAVEL & TOURISM****Travel Consultant**Al Rigga, Dubai, UAEAugust 12th 2013 till May 07th 2014**DUTIES AND RESPONSIBLITIES:** * Register incoming and outgoing records in electronic record keeping system.
* Sort records and documents in accordance with classification standards and Instructions.
* Maintain paper-based and electronic central file system by creating a new folders, applying disposition instructions and tracking file circulation.
* Evaluating, organizing and arranging bookings/flights of the passengers on their preferred arrival and departure details.
* Answering emails as soon as possible for enquiries of visa, flights, booking packages and hotel bookings.
* Negotiating to the customers regarding visa and flights fares.
* Answering phone calls and transferring to the concern department.
* Assisting customers for visa enquiries, ticket enquiries, UAE tours and hotel bookings.
* Ensuring all visas, ticket tours and hotel bookings are confirmed with the date preferred by the customers.
* Ensuring all documents are complete before sending to cargo company.
* Investigate complaints and assisting customers/passengers for refund of ticket.
* Book tours and hotel reservations using computer terminal or telephone.
* Converse with customer to determine destination, mode of transportation, travel dates, financial considerations and accommodations required.
* Compute cost of travel and accommodations, carrier tariff books, and hotel rate books, or quote package tour’s costs.
* Plan, describe, arrange, and sell itinerary tour packages and promotional travel.
* Collect payment for visa, ticket, hotel bookings and tour packages from the customer.

**ROSE RAYHAAN BY ROTANA.****Reservation Agent (Certified Departmental Trainer)**May 01st 2010 till December 06th 2012**DUTIES AND RESPONSIBLITIES:*** Receives process and confirm guest room reservations made by clients through telephone, email or fax.
* Inputs all reservations into the computer recording all the pertinent information, attends all enquiries, complaints and requests regarding reservation.
* Remains up to date with all promotions in and around the hotel.
* Follows established procedures to process all room reservations, rates, confirmations, hotel facilities and any related information.
* Up-sells whenever an opportunity is identified, uses guest recognition skills effectively and complies with hotel health, safety and hygiene policy.
* Carries out weekly inventory of current office supplies and prepares requisition accordingly.
* Promotes and maintains good public relations and endeavors to maximize business, maintains an accurate room status at all times.
* Handling & Checking the reservation operations, receives, process and confirm guest room reservations made by clients through telephone, email or fax, inputs all reservations into the computer recording all the pertinent information.
* Attends all enquiries, complaints and requests regarding reservation, remains up to date with all promotions in and around the hotel, follows established procedures to process all room reservations, rates, confirmations, hotel facilities and any related information.
* Assisting to take in-charge for the group bookings and events in the absence of group coordinator/events executive.

**GOLDEN TULIP SHARJAH – FOUR STAR HOTEL APARTMENT (Opening Team)****Restaurant & Banquet Waitress/Restaurant Cashier/Room Service Ordertaker/Cashier**September 04th 2008 – December 31st 2009 **Restaurant Senior Cashier / Banquet In-Charge (Promoted)**January 01st 2009 – April 19th 2010 Buheirah Corniche, Al Fardan, Sharjah, UAESPECIAL SKILLS* PMS-Property Management Service (Opera)
* Microsoft Office Tools: Word, Power Point, Excel
* Artworks/Flyers/Promotions Designing
* Wish.net (Prologic) System
* Microsoft Outlook (Hotel Management system)
* Web designing, familiar in CMS and ICE PORTAL

TRAININGS/SEMINARS* ***Integrated Hotel Restaurant and Passenger Ship Operations***

 January 07th  2008– January 08th 2008 Taguig City, Philippines* ***Managing Your Career***

 November 27th 2011 Sheikh Zayed Road, Dubai, UAE* ***On The Job Training (Departmental Training)***

June 30th 2012 Sheikh Zayed Road, Dubai, UAE* ***Golden Tulip Value Drivers***

 June 15th – 16th 2014 Al Barsha, Dubai, UAE* ***Module IV-Resevenue***

 *RE-4 Sell Products & Services* August 20th 2014 Al Barsha, Dubai, UAE* ***Distribution Systems, E-Commerce & Social Media***

 November 22nd – 23rd 2014 Tecom area, Dubai, UAE* ***E-Commerce Training & Digital Marketing***

 March 17th & 18th 2015 Tecom area, Dubai, UAE* ***Market Trends***
* ***Web Design***
* ***Content – SEO***
* ***Digital Marketing***
* ***Cruising Speed***

**STRENGTHS***Easy out-going – Hard worker – Self Confident – Can work under any circumstances overloading or personal pressures – Good observer – Persuasive – Flexible – Task analyst – Never mix between work and personnel issues.*  |
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