

**Maria**

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**Career Objective:**

To obtain a challenging position in a competitive and reputed organization that will further enhance my skills and provide an opportunity to apply my expertise in contributing to the growth of the company.

**Qualification Summary:**

* Knowledgeable on Office Operating System, JavaScript and Administration
* Strong computer skills (Microsoft Office Applications e.g. Word, Excel, Outlook and Power Point) Communication skills, Typing and Documentation.
* Excellent interpersonal and customer service skills
* Excellent experience in report making and staff management
* Strong capability to handle administrative functions and execute office procedures
* Highly trainable, fast learner and has strong problem-solving skills
* Strong leadership, motivational and people skills
* Hardworking, committed to excellence and highly reliable
* Fluent in English and Filipino language, speaking and writing
* Ability to multitask with strong attention to details

**Educational Attainment:**

**Bachelor of Science in Computer Science**

*Sacred Heart College, Lucena City, Philippines*

*Year Graduated March 2014*

**Working Experience**

**TEAM LEADER (SHIFT IN CHARGE) November 2014 – November 2016**

**Tim Horton’s Café and Bake Shop**

**Apparel Group LLC, UAE**

**Position Description:**

* Delivers excellent guest service and ensures absolute customer satisfaction
* Responsible for proper cash handling procedures and shift documentations
* Handles the inventory and ordering of food, non-food stocks and stationary items
* Ensures compliance with licensing, hygiene and health safety legislation/ guidelines
* Responsible for training, orienting and motivating team members
* Responds efficiently to customer complaints and enquiries
* Responsible for promoting and marketing the business
* Responsible for driving and monitoring the sales and transactions in the store.

**Data Encoder & Admin Works Leasing Department**

**Pacific Mall Corporation, Philippines**

**April – September 2014**

**Job Description:**

* Dealing with queries on existing contracts.
* Responsible for the all leasing documents, in accordance with the established procedures
* Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken.
* Responsible for analyzing complex codes including entering data into a computer database and making sure that it is not only done efficiency but accurately.

**Trainings/ Seminars/ Certificates:**

**F.A.C.E - First at Customer Experience**

July 2015 & July 2016

Apparel Group Office, Abu Dhabi, UAE

**Operational Excellence Training**

18th June 2016

Apparel Group Office, Abu Dhabi, UAE

**SAP Advance Training**

2012 - 2014 Participant

Sacred Heart College, Philippines

**Philippine Youth Congress in Information Technology (Y4iT)**

2010 - 2014 Seminar Participant

University Theater, UP Diliman, Quezon City

**Personal Information:**

Date of birth : 8 July 1994

Sex : Female

Height : 5’2

Civil Status : Single

Citizenship : Filipino

Language Spoken : English and Filipino

**Character References:**

*Available upon request*

*I hereby certify that the above information’s are true and correct to the best of my knowledge and belief.*