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**Kerrie**

[**Kerrie.338996@2freemail.com**](mailto:Kerrie.338996@2freemail.com)

**OBJECTIVE:** To be a good asset in any work place that suits my qualification, bringing excellent record of education, training, and experience

**PERSONAL INFORMATION:**

**Age:** 28

**Nationality:** Filipino

**Religion:** Christian

**Civil Status:** Single

**Height:** 5’4”

**WORK EXPERIENCE:**

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| **Client Relations Executive**  **Investment Company – Dubai, UAE**  **November 2015- present** | * Responds to emails, calls (outbound and inbound), support tickets raised for queries and concerns * Efficient in data entry and documentation * Assists walk-in clients to open accounts and provide accurate information with confidence and in a timely manner * Coordinates with colleagues to strategize procedures to make sure the process of completing a task is done efficiently and promptly * Collaborates with other departments to make sure that quality of work is reflected throughout the entire organization * Ensures competent customer service will be provided to the clients and also within the company |
| **Receptionist/Admin Staff**  **Diva Lounge Spa- Doha, Qatar**  **July 13, 2015 - October 2015** | * Opens the point of sales system at the beginning of shift and ensures the Spa is ready for business. * Greet customers with enthusiasm and professionalism while always providing the highest level of exceptional customer service * Works closely with the Spa Manager to educate, promote & sell merchandise on an on-going basis * Proactively solicits clients for treatment (massage, skin, facial & hair) and schedules them for appointment * Process all monetary transactions accurately using a point of sale system * Follow up on all faxed menus, mailed inquiry packets, and gift card purchases on a timely basis * Answering & receiving calls in a professional & knowledgeable manner to obtain appropriate information & address the customer needs * Surveys and keeps reception desk, retail, drink and surrounding areas in an orderly and clean appearance * Closes the point of sales system, balances the drawer and checks all receipts for accuracy * Completes and files paperwork and assists with project as needed * Regular attendance on the job is required as an essential function of the job |
| **Asst. Manager**  **Lantaw Marbel Restaurant-Koronadal City, Philippines**  **January 2012 – February 2015** | * Identifies and delegates responsibilities to shift leaders and staff to ensure objective are met and excellent service is consistently achieved * Effectively manage the restaurant in the absence of the Restaurant Manager * Consistently review operations and staff to identify any problems, concerns and opportunities for improvement * Creates a positive guest experience by delivering high level of service and ensuring all staff engage guests to understand their needs. * Manages the restaurant to meet or exceed standards in food quality, safety and cleanliness * Solicits guest feedback to understand the needs and wants of customers * Assists in new menu implementation * Identifies employee’s weakness and retrain |
| **Receptionist**  **Hotel Celeste – Makati, Philippines**  **May 2011 – December 2011** | * Greet, register, and assign rooms to guests of hotels or motels. * Verify customers' credit, and establish how the customer will pay for the accommodation. * Keep records of room availability and guests' accounts, manually or using computers. * Compute bills, collect payments, and make change for guests. * Issue room keys and escort instructions to bellhops. * Review accounts and charges with guests during the check-out process. * Transmit and receive messages, using telephones or telephone switchboards. * Contact housekeeping or maintenance staff when guests report problems. * Make and confirm reservations. * Record guest comments or complaints, referring customers to managers as necessary. * Advise housekeeping staff when rooms have been vacated and are ready for cleaning. * Deposit guests' valuables in hotel safes or safe-deposit boxes. |

**EDUCATIONAL BACKGROUND**

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| **2009** | **Center for Culinary Arts Studies**  Davao City, Philippines |
| **2005 - 2009** | **Philippine Women’s College of Davao City**  Bachelor of Science in Hotel and Restaurant Management, Major in Food & Beverage  Davao City, Philippines |

**SKILLS:**

* **Computer Literacy: MS Office (Word, Excel, Outlook, Powerpoint)**
* **Languages: English, Tagalog, Basic Chinese**
* **Others: Advanced cooking, baking**

**\*\*Reference available upon request**

***I hereby declare that the details provided are true.***