

**JOCELYN**

**JOCELYN.34171@2freemail.com**

 **OBJECTIVE**

To obtain a position where I can utilize and widen my knowledge and skills in office management and front desk handling abilities that will be beneficial in achieving the goals of the organization.

PROFESSIONAL SKILLS

* Excellent in English and communication skills
* Compassionate and good interpersonal interaction
* Ability to work independently
* Discipline, good in multi- tasking
* Flexible, patient and tactful
* Efficient ability to approach complex tasks in a manner that is efficient and logical
* Proficient in Microsoft Word, PowerPoint, Excel and some other software application.
* Knowledge in WINHMS, OPERA, HYCE system.

EMPLOYMENT EXPERIENCES

 **Office Coordinator**

THE H HOLDING GROUP

 SHEIKH ZAYED ROAD, SMJ1 BLDG, 302

 DUBAI, UAE

 October 2014-Recent

* Responsible for providing administrative support to ensure efficient operation of the office.
* Support managers and employees through a variety of task related to organization and communication.
* Communicate via phone and email ensuring that all administration tasks are completed accurately and delivered with high quality and in a timely manner.
* Provide clerical and administrative support to Human Resources Department
* Compile and Update employee records (hard and soft copies)
* Assisting PRO for visa related issues.
* Deal with employee request such as preparing NOC, leave application, and some other forms.
* Daily monitoring of attendance by each department

**Hotel Reservation Agent (Trainee)**

ARABIAN COURTYARD HOTEL AND SPA

Bur Dubai, Dubai, UAE

Nov. 2013-Sept.2014

### Process & procedures

* Receive reservation inquiry / request
* Determining the room availability
* Accepting or denying the request
* Documenting the reservation details
* Confirming the reservation
* Maintaining the reservation record
* Compiling the reservation report

**Bar Waitress**

ARABIAN COURTYARD HOTEL AND SPA

Bur Dubai, Dubai, UAE

December 2011- Oct.2013

Duties and Responsibilities

* Escorted customers to their tables, presented menus, answered questions about menu items and made recommendations upon request.
* Provided courteous and efficient food and beverage services to the guests, attended and responded to guests’ needs promptly and professionally.
* Prepared and served specialty dishes at tables as required.
* Cleaned tables and/or counters after patrons have finished dining and prepared tables for meals, including setting up items such as linens, silverware, and glassware.

**Telephone Operator**

COUNTRY LODGE HOTEL APARTMENTS

PASAY CITY, METRO MANILA PHILIPPINES

April 2010-April 2011

Duties and Responsibilities

* Answering all incoming calls in a professional and courteous manner, and routes to the appropriate parties.
* Provide personalized customer service of the highest level updated the existing database with changes and the status of each prospective customer.
* Follow up the calls of the client with clerical duties which includes faxing, filling up paper works, doing checks on credit references as well as liaising with other department.

Educational Background

Bachelor Degree

Bachelor of Science in Hotel and Restaurant Management

Surigao Del Sur State University, Philippines

March 2010

Personal Background

* Age : 28
* Date of Birth : 13 March 1988
* Gender : Female
* Civil Status : Single
* Height : $5'$2
* Weight : 48 kg.
* Nationality : Filipino
* Religion : Roman Catholic