**ANNE**

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Email: [anne.343535@2freemail.com](mailto:anne.343535@2freemail.com)

**CAREER OBJECTIVE**

To obtain the position in a challenging oriented company that will provide me opportunities to sharpen my skills and expand my knowledge to get to the top of my potential and the scope for advancement

**PROFESSIONAL STRENGHT**

* Strong work ethics and morals while providing customer service.
* Strong desire to take extra responsibilities and be accountable.
* Interpersonal skills, ability to meet deadlines.
* Having a warm friendly and engaging personality.
* Ability to use own initiative.

**WORK EXPERIENCE**

**TRAVEL CONSULTANT/TICKETING CLERK**

**Kasri Travel and Tourim LLC**

Al Satwa Dubai, UAE

**February 9, 2016**

* + - Provide literature and information to clients concerning local, interstate and international tours
    - Creating PNRs in Amadeus GDS
    - Quoting fares & pricing to clients by emails and by telephone
    - Experience in & good command on cryptic entries of Amadeus GDS
    - Visa application assistance to clients for UAE visa
    - Customer service attitude
    - Plan the itinerary for clients by understanding their requirement's and budgets
    - Prepare tour packages for various clients according to their needs and life styles, both domestic and international
    - Travel routes, accommodation, local customs, fares, and travel regulations
    - Discuss client requirements and advise on suitable options
    - Plan, prepare and cost itineraries (travel plans) for clients
    - Confirm bookings and notify clients of luggage limits and insurance, medical, passport , and visa
    - Issue tickets for travel, accommodation vouchers and all relevant documentation
    - Collect payments and maintain records of transactions
    - Assist with changes to travel arrangements and bookings where required. Converse with customers to determine destinations, mode of transportation, travel dates, financial consideration, and accommodations required,
    - Responsible for preparing and sending out mails through courier deliveries
    - Handled delicate situations, such as – customer requests, special needs and complaints.

**CUSTOMER SERVICE REPRESENTATIVE**

**UNIVERSAL STOREFRONT SERVICES CORPORATION (USSC)**

**WESTERN UNION**

Jp Laurel Highway Brgy 5 Tanauan City, Batangas,Ph

September 2013- October 2014

* Attracts potential customer by answering product and service questions;

suggesting information about other products and services.

* Receive cash from armored cars and count and verify cash.
* Manage bank vaults to ensure correct cash balances.
* Balance currency, coin, and checks in cash drawer at the end of shifts, and calculate daily transactions using computer, calculator or adding machines.
* Process bills payments.
* Money Changer and Remittance Agents.

**SECRETARY/RECEPTIONIST**

**Ginintuan Agro- Industrial Corporation**

Poblacion Malvar Batangas

NOVEMBER 2014- NOVEMBER 2015

* Answering telephone calls
* Arranging appointments
* Taking messages
* Typing and word processing
* Filing
* Prioritizing workloads
* Implementing new procedures and administrative systems
* Coordinating mail-shots and similar publicity tasks

**PERSONAL INFORMATION**

Nationality : Filipino

Age : 24yrs old

Visa Status : Tourist Visa

Gender : Female

Civil Status : Single

Date of Birth : May 5, 1992

Place of Birth : Tanauan City, Batangas

**EDUCATIONAL ATTAINMENT**

**Tertiary :**Polytechnic University of the Philippines

Santo Tomas Batangas, Philippines

**Bachelor of Science in Entrepreneurial Management**

**SY: 2009-2013**

**DECLARATION**

*I hereby certify that the above statement is true and correct to the best of my knowledge and belief.*