**JOANNA**

C/o- Mobile No: +971505891826

Email address: Joanna.343745@2freemail.com

**DESIRED POSITION:** Receptionist, Office/Admin Assistant, Secretary

**PERSONAL CAREER OBJECTIVE**

To be part of your esteemed Company where I can maximize my skills, quality assurance, and experiences for the development of the organization.

**CORE COMPETENCIES**

* Strong organizational and administrative skills.
* Excellent communication and effective listening skills
* Multi-task with a courteous, hardworking, client-oriented attitude
* Fluent in English speaking skills; Good command over Microsoft Office applications.
* Able to work well under pressure, unsupervised or on a team.
* Able to perform in a fast-paced environment, listen, collect and impart information effectively.
* Has a positive attitude and willing to learn.

**WORK EXPERIENCE**

**Receptionist**

**Pace E Luce, TIGI Concepts, Dubai Marina Mall**

**February 17, 2015 - present**

* Answers emails, phone calls and receive visitors/clients in a welcoming and efficient manner.
* Develop and maintain an effective filing system so as to ensure speedy retrieval of information.
* Schedule and receive visitors to the office and provide courtesy services.
* Execute instructions and follow-up.
* Assisting customers and giving satisfactory service

**Secretary/Receptionist**

**GeNext School of Leaders, Philippines**

**November 2012– December 2014**

* Answers emails, phone calls and receive visitors/clients in a welcoming and efficient manner.
* Take dictations/notes and type letters accurately.
* Maintain the confidentiality of information and ensure information security measures.
* Records and files documents.
* Assisting customers and giving satisfactory service

**Food and Beverage Admin Crew/Receptionist**

**Gerry’s Grill, Sunflower Horn Corporation SM, Baguio City**

**September 2011- October 2012**

* Accommodating guests in a courteous manner
* Recording sales of the day
* Attending meetings, taking minutes and keeping notes;
* Purchasing of stocks. Making inventories

**Sales Representative**

**Shoe Mart, Baguio Branch**

**December 2010 – July 2011**

* Preparing daily, weekly as well as monthly reports
* Selling products (jeans, shirts and other clothings)
* Organizing files, documents and computer-based info, etc.
* Updating and reporting details.
* Assisting customers and giving satisfactory service

**EDUCATION:**

**Philippine Women’s University – CDCEC (COLLEGE GRADUATE)**

**Bachelor of Science in Hotel and Restaurant Management**

Bonifacio St., Assumption Rd., Baguio City

SY: 2010 – 2014 **EXAMINATIONS TAKEN:**

Housekeeping NC II

Bartending NC II

Food and Beverage NC II **SEMINARS AND TRAININGS:**

\***Underwater Tourism Club & Cocktail Lounge Operation in the 21st Century**

(PMP Consultancy Services)

La Vista Inland Resort. Balanga, Bataan

October 17, 2009

**\*Hospitality Etiquette Rooms Division Management**

(PMP Consultancy Services)

La Vista Inland Resort. Balanga, Bataan

October 17, 2009

**\*On-the-Job Training**

Super Ferry

ATSC, on board, CEBU

March 2009

**PERSONAL INFORMATION:**

Visa status: Employment visa

Gender: Female

 Civil Status: Single

Date of Birth: October 12, 1991

 Citizenship: Filipino

Religion: Christian