**MARILYN**

**[MARILYN.345095@2freemail.com](mailto:MARILYN.345095@2freemail.com)**

**SECRETARY**

**Objective** – Seeking a word processing secretary position which will require me to utilize my computer knowledge, strong people skills, organizational abilities, and general office skills will contribute to greater office efficiency and productivity. Highly focused with a comprehensive knowledge and understanding of various roles such as office work and customer service.

**■ Core Knowledge and Functional Skill Areas**

* Experience & knowledge of latest version of Microsoft Office
* Quick learner of new software applications
* Professional verbal/written communication skills
* Detailed and resourceful
* An excellent level of attention to detail
* Able to work on own initiative within deadlines
* Excellent communication skills able to liaise confidently with senior management
* Ability to prioritize workload in a demanding team environment
* Ability to multi task and manage conflicting demands
* Maintaining confidentiality
* Documentation skills
* Meeting planning
* Telephone skills
* Dependability
* Professionalism
* Client relationship

**■ Key Contributions**

* I can bring my personal experience and open minded perspective to interact positively with clients.
* I have the experience, contacts, and knowledge to contribute to the rapid growth of this business.
* Vision. I am experienced in the areas this company needs to grow, and my ability to plan ahead will help facilitate that growth.

**■ Educational Attainment**

**Level of Education** **|** Graduated with a bachelor's degree in Business Administration Major in Management **|** Bulacan State University **|** April 2013 **Secondary** **|** Apalit Technical Vocational High School **|** June 2005 - April 2009 **Primary** **|** Sucad Elementary School **|** June 1999 - April 2005

**■ Training/Seminar/Conference Programs**

* Hotel Reservation Agent – Successful completion of a cross-training course **at** Ramada Plaza JBR, Dubai UAE
* Hotel Reservation Agent – Revenue Department Successful completion of supervisory development management training at Ramada Downtown Dubai, UAE
* Up selling Training, Customer Service Training

### Professional Experience

**Hotel Reservation Agent – Revenue Department |** Ramada Downtown Dubai, UAE **|** January 18 2015 to Present

• Making reports like Daily Pick up, Market Segments, Daily Market Share reports  
• Input all reservations into the computer, recording all pertinent information and attend to inquiries, complaints and requests regarding reservations   
• Remain up to date with all the promotions in and around the hotel and follow established procedures to process all room reservations, rates, confirmations, hotel facilities, etc.   
• Show complete product knowledge, understand rate structure and apply rate management   
• Maintain established filing system for all correspondence and collate reports as required by Reservations Manager or Supervisor   
• Promote and maintain good public relations and endeavors to maximize business   
• Process and confirm guest room reservations made by clients on the phone, letter or fax   
• Ensure all incoming calls are answered as per the hotel standards, information received by fax is inputted and check constantly the incoming e-mails 

**Hotel Business Center Agent** – **Front Office Department** **|** Ramada Plaza JBR, Dubai UAE **|** July 10, 2013 - January 11, 2015

* Answer, record, and process all guest calls, messages, requests, questions, or concerns.
* Provide high level of secretarial service, e.g. typing & word processing service for guests.
* Assist guest to make Long distance call & Fax handling.
* Provide [information](http://www.hotelmule.com/html/36/n-336.html)  on the import and export business and trading to guests as requested.
* Adopt a friendly, helpful and pleasant attitude to all guests.
* Ensure appearance, [Hygiene](http://www.hotelmule.com/html/36/n-336.html), courtesy and telephone manners are in good order.
* Communicate all hotel information as well as local area information to guests.
* Follow daily check list and reports according to the [Business](http://www.bayt.com/en/job/business-center-agent-in-uae-1793632/) demands
* Welcome all guests with a smile and maintain a professional approach at all times in Business center
* Have knowledge about the city to provide the guests with all requested information
* Handle mail and messages properly and on confidential basis.

**Book keeper** – Accounting Department **|** CPK Realty Development Corp. and MBB Royale International Inc.

Malolos, Bulacan, Philippines **|** September 2012 - February 2013

* Worked as book keeper as part of my on the job training
* Collecting and recording invoices
* Receiving calls
* Filling Paper works

**■ Reference**

* References available upon request