May

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**Personal Summary**

A highly competent, motivated and proactive **Admin Asst/ Receptionist/ PA**with experience of working as part of a team in a busy office environment. Well organized in providing timely, efficient and accurate administrative support to office managers and work colleagues. Approachable, well presented and able to establish good working relationships with a range of different people. Possessing a proven ability to generate innovative ideas and solutions to problems.

Currently looking for a suitable position with a reputable and ambitious company.

**Summary Profile**

\* Excellent organizational, administrative and interpersonal skills.

\* Strong communications, analytical, problem-solving, team player and attention to detail

\* Superior telephone, customer service oriented and computer skills with proficiency in MS Word, Excel, Outlook

and PowerPointand Internet researches

\* Ability to produce consistently accurate work even whilst under pressure.

\* Ability to multi task and manage conflicting demands.

**Work Experiences**

**Admin Assistant/ Receptionist/ PA : GulfBankers Executive Search**

JLT Sh. Zayed Road, Dubai UAE July 2011 – February 2014

**Admin Asst/ Receptionist:**

* Perform receptionist services as required which include screening of telephone calls, inquiries, request and relaying the message to the concerned person appropriately.
* Perform general clerical duties to include but not limited to: photocopying, faxing, mailing and filing.
* Assisting, monitoring shipments transmittal thru an international and local courier
* Deliberately sourcing applicants from various job portals, in-house websites and pooled database.
* Preparing and posting job advertisements in http://www.gulfbankers.com/, http://www.ebankingcareers.com/ and http://www.gulfmanagers.com/ job search websites.
* Maintaining and updating social networking sites, such as facebook, twitter and linkedin.
* Updating and monitoring of pantry and stationery supply
* Preparing and organizing contracts of the clients and maintain the proper filing of the contracts and ensure confidentiality of records.
* Provide high level administrative support by conducting research, handling information request and performing clerical functions.

**Personal Assistant to the CEO duties:**

* Running the office on a day to day basis and providing PA support to the CEO
* Managing databases; handling correspondence
* Coordinate and schedule our daily agenda and to-do list, as well as weekly and monthly calendar appointments and monitoring daily attendance.
* Manage interview process by calling or emailing candidates.
* Working closely with the Search Consultants to ensure understanding in the needed requirement.
* Arranging domestic and international travel arrangements,booking transport and accommodation
* Arranging Visa for the new employees via online portal.
* Preparing letters, presentations and reports and memos

**Executive Sales Agent/Call Center : Atlantis The Palm, Dubai**

Palm Jumeirah, Dubai UAE

Feb 2010 – July 2011

***Responsible for taking restaurant reservations in the outlets of Atlantis in a proper manner as per the hotel’s policies and procedures.***

* Ensuring a continuous high level of customer service to all guests
* Developing effective business relationships with the hotel guests, travel agencies etc.
* Takes restaurant reservations for all outlets made via phone, email, fax and maintains in the Quadranet Restaurant Reservations System as per given procedure.
* Handles group reservations and prepare and send written confirmation letters for all the bookings according to the reservations standards.
* Direct contacts with the travel agents; do show around to the Restaurants.
* Prepare daily Restaurant reports and statistics and Filing all correspondence on a daily report.

**Marketing Assistant/Teller : Banco De Oro Universal Bank**

SM City Marikina Branch, Philippines

December 2005 – February 2010

***Accurately and efficiently process and record routine transactions for bank customers including opening of accounts, placements, cashing checks, accepting deposits and withdrawals, processing loan payments and money transfers/Remittances. Promote and advise on the bank's products and services.***

**Main Job Tasks and Responsibilities**

* receive and count working cash at beginning of shift
* identify customers, validate and cash checks
* accept cash and cheques for deposit and check accuracy of deposit slip
* process cash withdrawals
* perform specialized tasks such as preparing cashier's checks, personal money orders, issuing traveler's checks and exchanging foreign currency
* perform services for customers such as ordering bank cards and checks
* receive and verify loan payments, mortgage payments and utility bill payments
* record all transactions promptly, accurately and in compliance with bank procedures
* balance currency, cash and checks in cash drawer at end of each shift
* do opening of accounts (checking and savings accounts), placements, trust products, UITF's and other bank related products
* attempt to resolve issues and problems with customer's accounts
* explain, advise on and promote bank products and services to customers

**Guest Services Department :Manila Diamond Hotel**

Roxas Blvd, Manila Philippines

November 2004 – November 2005

* Responsible for greeting and registering the guest, providing outstanding guest service during their stay, and settling the guest’s account upon completion of their stay.
* Responsibilities will extend beyond that of a typical front desk agent.
* Expand their skill sets and work in a fast paced environment with new challenges daily. Primary responsibilities include: registering guests, making and modifying reservations, hotel operator, and concierge duties.

**Personal Background**

Birthday January 21, 1984

Marital Status Married

Gender Female

Citizenship Filipino

**VISA HUSBAND VISA**

**Educational Background**

**BACHELOR OF ARTS AND SCIENCES** **2001-2005**

 Major in Hotel and Restaurant Management

 St. Paul University Quezon City

 #16 Gilmore Avenue, Quezon City

**ELEMENTARY/ HIGH SCHOOL**  **1990 to 2001**

 St. Joseph’s College

 295 E. Rodriguez Sr. Blvd,. Quezon City

**Achievements**

**December 2010**  **Top Seller for the Month of December 2010**

 “Restaurant Reservation – Atlantis The Palm, DUBAI”

**March – April 2011 7 Gold Certificate Awards for Mystery Caller (IFH)**

 “Restaurant Reservation – Atlantis The Palm, DUBAI”

**July – December 2007 Smart Front liner**

 “ BDO Universal Bank”

***CHARACTER REFERENCES AVAILABLE UPON REQUEST***