#### **Paulie.347749@2freemail.com**

#### **Paulie**

**Career Objective**

To contribute my experience, knowledge, skills and talents to the company’s achievement of its goals, and at the same time to learn in the process and develop into a much better professional.

 **Work Experience**

1. **Arjaan by Rotana Dubai Media city hotel, Souk & Office tower**
* December 8, 2013- **Present** as **Executive Secretary**

**Job duties and responsibilities**

Answering inquiries from guests by email and business correspondences pertaining to the hotel Preparing monthly attendance, Duty manager calendar, Hotel social activities and Meetings calendar, taking minutes of the meeting, preparing letters, memorandum, announcements

Scheduling appointments, setting reminders in Microsoft Outlook Calendar

Printing, Scanning, Faxing, and Filing and other secretarial works

Preparing the daily, weekly & monthly reports as well as presentations

Drafting responses for social media websites and Guest satisfaction surveys

1. **Fujairah Rotana Resort & Spa**
* May 1, 2013- December 7, 2013 as **Executive Secretary**

**Job duties and responsibilities**

Answering inquiries from guests by email and business correspondences pertaining to the hotel Preparing monthly attendance, Duty manager calendar, Hotel social activities and Meetings calendar, taking minutes of the meeting, preparing letters, memorandum, announcements

Scheduling appointments, setting reminders in Microsoft Outlook Calendar

Printing, Scanning, Faxing, and Filing and other secretarial works

Preparing the daily, weekly & monthly reports as well as presentations

Drafting responses for social media websites and Guest satisfaction surveys

Managing GM’s calendar and related personal assistant tasks

1. **Yas Island Rotana & Centro Yas Island hotel Abu Dhabi**
* October 1, 2011-April 30, 2013- **Executive Secretary**

**Job duties and responsibilities**

Answering inquiries from guests by email and business correspondences pertaining to the hotel

by email, phone and fax, issuing letters, ordering and receiving supplies, booking plane tickets.

Preparing duty rosters, monthly attendance, taking minutes of the meeting, preparing memorandum

Scheduling appointments, reminders in Microsoft Outlook Calendar

Printing, Scanning, Filing both in hardcopy & softcopy and other tasks related to secretarial works

Preparing the daily, weekly & monthly reports

Preparing other documents as needed and assisting in administrative tasks

* May 1, 2010-September 30, 2011- **F&B Coordinator/ F&B Secretary**

**Job duties and responsibilities**

Answering inquiries and continuous correspondence pertaining to Banquet sales

Preparing signages, meeting clients and doing show around

Preparing proposals, entering contacts in Opera, blocking space and updating regularly

Filing both in hardcopy, softcopy and in Opera

Preparing the weekly reports of Banquet sales

Preparing Banquet Event orders, PM request forms, Complimentary room requests

Following up on pending payments by clients, assisting in additional guest requirements

Maintaining records and filing, issuing letters, ordering and receiving supplies, preparing promotional materials, menus, tentcards, signages

updating the database, sending html, assisting the operations in busy hours, booking plane tickets.

Preparing duty rosters, monthly attendance, minutes of the meetings, preparing memorandum.

1. **Hyatt Regency hotel Dubai & Galleria**
* February 13, 2006–April 28, 2010- **Teamleader** of Lobby lounge & The Kitchen Restaurant

**Job duties and responsibilities**

Preparing the Daily logbook, ordering daily and monthly supplies for Restaurant

Supervising the service operation while doing the sequence of service standards to guests

Checking and maintaining the inventory, liasing with the kitchen for orders,

Monitoring promotion covers and revenue, selling the loyalty program cards

Assisting the Manager in the outlet operations and in preparing reports

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## **Educational Background**

* **De la Salle University Dasmarinas, Cavite, Philippines (2000-2004)**

Bachelor of Science in Management major in Hotel and Restaurant

**On the Job Training Experiences**

* **Dine in by Hyatt, The F&B Marketing department** for Hyatt hotels in Dubai

As Administrative assistant (April-May 2009 for 90 hours)

**Certificates/Honors/Awards received**

* **Certificate as a Rotana Task Trainer-**October 2011
* **Certificate as a Hyatt Task and Group Trainer**-August 2009
* **College Honors certificate (Dean’s lister)**- De la Salle University, Philippines-2000-2004

**Seminars/Trainings attended**

* **Emotional Intelligence training,** Fujairah Rotana
* **Destination Leadership Training,** Yas Island Rotana
* **Microsoft outlook training,** Yas Island Rotana
* **Harvard Manage Mentor,** Hyatt Regency Dubai

**Personal Qualifications**

**Age**  : 34 years

**Civil status** : Single

**Languages spoken** : Fluent in English and Filipino

**Nationality** : Filipino

**Skills**

* Proficiency with the Computer (MS Office), FBM, Oasys, Opera and Internet especially Social media channels
* Fast typing skill
* Driving skill
* Ability to learn and adapt fast in any environment
* Time and Task Management skill
* Organizational & Interpersonal skill
* Ability to take dictation, sufficient notes at a meeting
* Ability to work with minimal supervision
* Capable of dealing with high level of confidentiality
* Ability to work under pressure in a fast paced environment
* Team player, goal and result-oriented

**CHARACTER REFERENCE**

Available upon request.