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| **Anthonylie**  [**Anthonylie.348049@2freemail.com**](mailto:Anthonylie.348049@2freemail.com) |

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| |  | | --- | | **EDUCATION** |   **Hotel and Restaurant Management (2011 – 2013)**  International School of Hotel and Restaurant Management  Davao City, Philippines  **Mindanao Kokusai Daigaku (2006 – 2008)**  Bachelor of Science in Social Services  Davao City, Philippines   |  | | --- | | ***SEMINARS & TRAININGS ATTENDED*** |  * Front Office NCII * Food and Beverage Services NCII * Bartending NCII * Housekeeping NCII * Commercial Cooking NCII * Bread and Pastry Production NCII * Student Airline Seminar (Philippine Airlines Learning Center) * Marco Polo Hotel Student Ocular Tour (Davao City)  |  | | --- | | **SKILLS** |  * Team work * Ability to work with initiative and meet deadlines * Excellent computer skills with knowledge in MS Word, Excel, research and Internet browsing,E-mail Applications (e-mail clients). * Display Customer First attitude, great aptitude in developing skills and willing to undergo further trainings to enhance talent and skills. * Honest, flexible and adept with working in multi-cultural, busy and demanding environment. * Excellent Teamwork, Organized, Initiative and Flexible. | |  | | --- | | **WORK EXPERIENCES** |   **Receptionist/Admin Assistant cum HR Assistant**  **Jupiter Airlines (Aviation Company),**  **Business Bay Dubai, UAE**  **April 2014 – Present**  **Responsibilities:**   * Meeting and greeting clients * Maintain the high level of customer service (answer telephones, answer all inquiries) * Assist and support administrative staff in their day to day operations. * Arrange meeting schedule * Making Hotel booking and arranging couriers * Provides secretarial support by entering, formatting, and printing information, organizing work and scanning files. * Coordinating with building admin about maintenance * Purchase & maintaining equipment and supplies * Compile and update employees record (soft and hard copy) * Search CV’s in Bayt.com, Linkedin and other recruitment portals * Assist in Payroll preparation (leaves, absence, etc)   **Customer Service**  **The Royal Mandaya Hotel Davao City**  **April 2013 – February 2014**  **Responsibilities:**   * Greet Customers warmly, registered and assigned rooms to guests. * Answer telephonic and in person queries related to hotel services and resolve any issues. * Introduce products and services. * Inform customer of deals and promotions. * Ensure each customer receives outstanding service standards. * Processed guests check ins and outs. * Liaised with other departments.   **Sales Associate**  **SM City Davao, Philippines**  **June 2007 - August 2009**  **Responsibilities:**   * Assisting the customer as to their needs & requirements with sufficient knowledge about the product line, provide suggestions and represents the store in a positive manner. * Maintain the store cleanliness standards. * Answer customer’s questions and provide information on procedures and policies. * Responsive of safety issues. * Conscious of shoplifting activity. * Daily monitoring and updating sales display area. |

**REFERENCE:**Available upon request