

***Juvy.349696@2freemail.com***

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**OBJECTIVE**

***To obtain a position as a team player in a people-oriented organization where I can maximize my customer-service experience in a challenging environment.***

**EXPERIENCE**

**Dra. Cristina Gutierrez**

**Concepcion Tarlac Philippines**

**January 2014– September 2016**

**Pediatric Physician assistant/ secretary**

* Taking phone calls, assist in scheduling patient’s appointments with the pediatrician.
* Prepare treatment room for the doctor for her to be able to attend to patients.
* Collect patient’s information, verify and file documents of patient’s treatments for record purposes.
* Make sure all the instruments and materials needed are clean/safe and available also in the right place for the treatment.
* Carry out test and immunization on patients in line with the pediatrician’s instructions.

**Gateway International Assurance Co.**

**Dubai UAE**

**January 2012– June 2012**

**Front Office Secretary / Customer Service**

* Answers phone calls, attends inquiries and provides the staff with the necessary information such as office extensions and other important telephone numbers Provides back up support for the Admin/HR Manager in times of absence.
* Coordinates various activities, arrange meetings, equipment required and prepare meeting room upon request.
* Ensures conference rooms are ready and meeting scheduled accordingly.
* Provides help to employees on courier transactions, sending and receiving parcels.
* Updating Data’s with all the forms of Insurance Policies.
* Assisting all the departments such as Motor Insurance on their paper works, filling and invoices.
* Maintains daily transactions record keeping and process received invoices for manager’s approval.

**Interone Resonance Middle East L.L.C.**

**P.O. Box 112255 Dubai, UAE**

**February 2008 – August 2010**

**Administrative/Production Assistant**

* Inquires quotation from supplier and prepares LPO for production.
* Check all jobs coming from our Account Executive for the Creative Works.
* Follow-up pending or delayed jobs as per deadline.
* Check materials need to send for production and ensure delivery on time.
* Give daily update for the jobs on-hand by each creative staff.
* Receive and check invoices from supplier for payment.
* Handle incoming and outgoing shipments to clients.

**Interone Resonance Middle East L.L.C.**

**P.O. Box 112255 Dubai, UAE**

**April 2007 – January 2008**

**Receptionist / cum Secretary**

* Receiving all incoming phone calls and transferring to concerned person/departments.
* Convey any message given by the callers.
* In charge for the outgoing international calls.
* Control of all the documents e.g. transmittals, Letter, Invoices, and Fax receiving and distributing to the concerned person / from different departments.
* Handle incoming and outgoing couriers and shipments to clients in the market.
* Prepare and handle LPOs, follow-up orders which concerns office purchases.

**Carlton Tower Hotel Dubai - Dubai, U.A.E.**

**Cashier cum Waitress/ Bar helper(2001-2004)**

* Served food orders, while practicing hotel standards.
* Set up the tables and chairs.
* Maintain the cleanliness of the restaurant facilities.
* Handled customer inquiries and solved billing problems.
* Dealt with a diverse customer population.
* Handling all cash and credit card transactions.
* Attending customer billing concerns.
* Assist customer in their food and drinks order.
* Checking and ensuring proper pricing of all food items being served.
* Analyze and check all suppliers order on daily basis.
* Balanced cash draw at close of shift

**SEMINARS ATTENDED**

 Power Dressing, Telephone Etiquette, Exceeding Customer Satisfaction, Basic Supervision

 Business writing, Time Management, Stress Management,

 Effective Speaking and Human Relations,

 Speed Reading, Interviewing People, General Cashiering, Speech.

**Education**

**Ednor Colleges Incorporated -Philippines**

Computer Secretarial

**Computer Skills**

**Microsoft Applications** Sound knowledge of MS-Windows and MS-Office applications