 **Catherine**

**Catherine.350474@2freemail.com**

 **Receptionist**

**AREAS OF EXPERTISE PERSONAL SUMMARY**

Keyboard skills

Well presented with exceptional customer service skills, and the abilityto providean effective reception and telephone service. Experienced in working under pressure in a quick paced fast moving environment and able to receive guests on arrival in a friendly, helpful and approachable manner.

Able to be an integral member of an administrative and clerical team and can follow instructions and also have a willingness to learn. Currently looking for suitable receptionist or an admin assistant position with a progressive company.

Office software

Administration

Reception skills

Filing systems

 **EXPERIENCE**

**PROFESSIONAL**

60 WPM **WORK EXPERIENCE**

***Dubai International Financial Center – DIFC***

**RECEPTIONIST/CUSTOMER SERVICE REPRESENTATIVE** Nov. 22, 2015 – Mar. 12, 2017

Working within a reception environment providing answering calls, admin and reception services as well as organizing the post, welcoming visitors and providing access card towards their appointments.

**Duties:**

* Answer all incoming calls, warmly greet and ascertain problem or reason for calling.
* Meeting and greeting visitors ensuring they are signed in and inducted.
* Direct visitors are asked for a valid ID before giving access card for their designated appointments.
* Resolve customer inquiries and complaints via phone, email or social media.
* Interacts with a company’s customers to provide them with information and address.
* Ensuring that the reception area is tidy and clutter free.

**PERSONAL SKILLS**

Enthusiastic

Communication skills

Superb customer service

Punctual

***Emaar Malls Group (Reel Cinema – Box Office & Concession)***

 **CUSTOMER SERVICE REPRESENTATIVE / CASHIER** Oct. 1, 2014 – Jan. 31, 2015

**Duties:**

* Greet customers and answer all their inquiries.
* Advising and provide assistant to customer’s needs and queries with regards to the product, prices and services.
* Offer other product and services on promotion and achieving the sales target and focus on increasing sales by using advance sales techniques.
* Receive payment by cash, check, credit cards and vouchers.
* Maintaining general cleanliness, hygiene standards and visual displays.

***Paris Group International LLC***

**SALES ASSOCIATE cum CASHIER** May 7, 2007 – Aug. 6, 2013

**Duties:**

* Greet and welcoming customers upon entry.
* Introduce and inform the customers about the wide range of product and special promotions.
* Assist and answer all inquiries and provide satisfying service and hospitality to the customers.
* Finalized, arranged and received payments as well as issue an official receipt.
* Received items from replenishment and new orders and arranged for display assuring a presentable visualization.

**KEY SKILLS AND COMPETENCIES**

* Excellent telephone manner.
* Can offer a warm and friendly greeting to visitors.
* Smart, presentable appearance.
* Ensuring an efficient running and operation of the Reception Desk.
* Good organization and prioritizing skills.
* Self motivated, proactive and hardworking.
* Ability to listen and anticipate.
* Fully aware of Health and safety legislation relating to office work.
* Good IT skill Word, Excel, Email and Internet.
* Accept and adhere to the need for strict confidentiality.

**ACADEMIC QUALIFICATIONS**

**Polytechnic University of the Philippines**

* Bachelor in Computer Data Processing Management (BCDPM)
* Bachelor in Office Administration (BOA)

**REFERENCES** – Available upon request

**Husband’s Visa Until February 2019**