**Kimberly**

[**Kimberly.350723@2freemail.com**](mailto:Kimberly.350723@2freemail.com)

**Main 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 to achieve the corporate goals.

**Personal summary:** I’m proven hard working employee who has a deep desire to do the right thing for my customers. For the last five years that I have been employed as a receptionist, my main duty is to reach costumers satisfaction. My present employer is very satisfied with my ability to not only coordinate and complete several tasks at once, but also to maintain good customer relationships. On a personal level I have a real ambition and a very strong desire to reach my goals. Right now I am looking for a suitable position with a fast-moving organization that has an environment of endless opportunities for personal and career growth.

**WORK EXPERIENCE**

Position: Receptionist

Company: Almassa hotel 1

Duration: March 2015 - Present

Duty summaries:

* Greets any guest and visitors who come to the reception desk.
* Meeting and greeting visitors ensuring they are signed in and inducted.
* General administrative duties, photocopying, filing etc.
* Dealing with any enquiries at the reception.
* Data entry onto internal systems.
* Reporting any problems to the office manager.
* Receive mail and deliver it to the appropriate person(s).
* Respond to inquiries and provide appropriate secretarial support.
* Dealing with car park requests and hospitality requirements.
* Dealing with any enquiries or requests for information quickly and efficiently.
* Ensuring that the reception area is tidy and clutter free.
* Monitoring stationary stock and reordering when required.
* Operating a computer system and switchboard.
* Carrying out all administrative tasks given by the Office Manager.
* Managing the diary of the front office
* Manage repair and maintenance of office equipment
* Maintains security by following procedures; monitoring logbook.
* Provide information asked for and direct them to the right departments
* Distribute incoming mail and manage outgoing correspondence.

Position: Receptionist

Company: Parkhill Hotel

Duration: April 2011 – January 2015

Duty Summaries:

* Greets any guest and visitors who come to the reception desk.
* Maintaining the efficient operation of the reception switchboard.
* Arranging the office equipment in the most productive way possible.
* Providing secretarial and administration support when required.
* Carrying out all administrative tasks given by the Office Manager.
* Managing the diary of the front office
* Taking part in staff meetings and makes suggestions or comments on reception related issues.
* Maintain filing systems
* Monitor appropriate use of office supplies and oversee inventory
* Typing professional business letters, emails and general correspondence.
* Dealing with any enquiries for information quickly and efficiently.
* Handling enquiries efficiently.
* Organizing travel arrangements for staff.
* Answering and forwarding phone calls.
* Keeping the reception area tidy

Position: Sales Consultant, Logistics

Company: Airtropolis Consolidator

Duration: November 2010 – April 2011

Duty summaries:

* Priorities customers’ satisfaction by ensuring the accuracy and timely processing of orders.
* Handling a high volume of customer enquires while providing a high quality of service to each caller.
* Tracking shipments to ensure that they are scheduled and sent out on time.
* Handles orders by telephone or email and check that they include correct prices, discounts and product numbers, contacting customers to resolve any queries.
* Input orders to the company’s computer system and ensure that orders are processed in line with customers’ delivery requirements.
* Inform customers of any delays and arrange alternative delivery dates.
* Carrying out administrative tasks such as data input, processing information, completing paperwork and filing documents.
* Contacting potential customers to arrange appointments.
* Resolving any sales related issues with customers.
* Negotiate and coordinates with suppliers such as carriers, warehouse operators and insurance companies and prepare tariffs for customers, ensuring the require profit margins as directed by the company are achieved.

**KEY SKILLS AND COMPETENCIES**

* Keyboard skills
* Strong Interpersonal communication skills
* Proficient in various PC operations, MS office and database software
* Organizational skills and customer service orientated
* Problem analysis and problem solving.
* Adaptability and ability to work under pressure
* Excellent telephone manner.
* Can offer a warm & friendly greeting to visitors.
* Smart, presentable appearance.
* Ensuring an efficient running and operation of the Reception Desk.
* Self-motivated, proactive & hardworking.
* Accept and adhere to the need for strict confidentiality
* Strong knowledge of office administration procedures
* Keen stress and time management skills
* Demonstrated work ethics

**EDUCATIONAL BACKGROUND**

Cebu Doctors University

Bachelors of science in nursing

June 2008 – March 2010

Cordova Academy

Secondary level

June 2007- April 2008

University of Cebu Lapu-Lapu and Mandaue.

Secondary level

June 2004- April 2007

**PERSONAL INFORMATION**

BIRTHDAY: December 09, 1991

CIVIL STATUS: Single

NATIONALITY: Filipino

CHILDREN: None

**CHARACTER REFERENCE**

Available upon request

I hereby certify that the above-mentioned information is true and correct to the best of my knowledge.  I understand that a false statement may disqualify me for benefits.

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