**Sherlene**

**Sherlene.351048@2freemail.com**

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**Catherine COffice Manager at Crystal House LPersonal Information**

**Birth Date:**  17 March 1978

**Civil Status:** Single

**Nationality:** Filipino

**Religion:** Christian

**Height:**  5’5”

**Language Spoken:** English, Tagalog

**Contact Information Email Address:**kates\_1217@yahoo.com.ph**Mobile Phone:**+971.503590964 begin\_of\_the\_skype\_highlighting +971.503590964 FREE  end\_of\_the\_skype\_highlighting**Country:**

**Catherine COffice Manager at Crystal House LObjective**

To have a challenging position where I could best make use of my skills, knowledge and experiences in a very productive endeavor and thus, contribute to the company’s development and success

**Qualifications**

* Strong organizational and time management skills
* Ability to work under stress and pressure when faced with high workloads
* Highly motivated and goal oriented person
* Hard working and committed in pursuing long term career
* Capable of multi-tasking
* Proficient in using Microsoft Office Applications
* Fast learner
* Good typing skills
* Customer service oriented

**Work Experiences**

**Receptionist cum Secretary**

**Al Taie Center for Laparoscopic and Obesity Surgery**

February 2011 to January 2015

**Location:** Dubai, United Arab Emirates

**Industry:** Health and Medical

* Greet persons, determine purpose of visit, and direct them to specific destinations
* Receives payment by cash, check, credit or debit cards, and record receipts
* Issue receipts, issue refunds or change due to patients
* Computes and records totals of transactions
* Schedule appointments and update appointment calendars
* Transmit documents using computer, fax machine and e-mail
* Registering of patients, typing of medical reports, photocopying of documents
* Answering telephone, forward calls, taking messages and provides right information
* Compiles, organize and maintains non-monetary reports
* Organize and file medical records
* Prepare medical reports and quotations
* Coordinates with hospitals for appointments, surgeries and other procedures
* Booking meetings and appointments of Doctor
* Receive and check delivery of medical supplies

**Sales Representative**

**Crystal House LLC**

April 2008 to November 2010

**Location:** Dubai, United Arab Emirates

**Industry:** Retail

* Liaise on a daily basis with the customers to initiate and follow up on sales orders
* Prepare and process customer’s orders
* Check inventory to ensure product is in stock
* Present and sell company products and services to current and potential clients
* Arrange displays of sample products and maintain cleanliness in the showroom at all times
* Review the returns of products from the customers and take necessary action
* Handle and follow up on customer’s complaints and requests
* Attend to phone calls and inquiries
* Awareness in all promotions and advertisements
* Sells and promotes products to customers
* Ensures outstanding service by providing a friendly environment

**Cashier**

**Embassy Club and Café**

September 2005 to March 2008

**Location:** Makati City, Philippines

**Industry:** Hospitality

* Prepares and transacts guests bill
* Collects payment and consolidate credit cards
* Responsible in handling cash transactions of the company
* Prepare and issue sales receipts and payment vouchers
* Responsible in updating client’s accounts and informations in the system
* Checking daily cash accounts and preparing sales reports
* Prepares and mix cocktails and beverages in the absence of bartender
* Take and serve orders in the absence of wait staff
* Attend and assist customers in a friendly and professional manner

**Secretary**

**LC Commercial**

March 2005 to August 2005

**Location:** Marikina City, Philippines

**Industry:** Manufacturing

* Handling faxes and answering phone calls
* Keeping full contact list for all related contacts
* Maintain and organize files and inventory records
* Filing, copying and mailing of documents
* Perform other duties as assigned or needed
* Preparing and computing payroll of staffs
* Checking and filing of delivery invoices

**Cashier cum Barista**

**Dome Café**

September 2004 to February 2005

**Location:** Mandaluyong City, Philippines

**Industry:** Food and Beverage

* Checking daily cash accounts and preparing sales reports
* Process exchanges and refunds
* Process credit card and check payments
* Collects payment and consolidate credit cards
* Prepare sales invoices and ensure pricing is correct
* Receive payment by cash, checks, credit card, etc.
* Prepare and issue sales receipts and payment vouchers
* Responsible in updating client’s accounts and informations in the system
* Organize files and records
* Attend and assist customers in a friendly and professional manner
* Prepares coffee concoctions, waffles, cakes and desserts
* Monitors inventory of stocks
* Order taking and serving of food and drink

**Supervisor**

**Cainta Coffee Company**

January 2001 to July 2004

**Location:** Cainta Rizal, Philippines

**Industry:** Food and Beverage

* Resolves customer complaints
* Receive food deliveries, arrange and store in proper places
* Accomplishes work orders, requisition form, incident report form and other memos
* Performs temperature checks of refrigerators and reports any variances to management regularly
* Stores and rotates all products properly, adhering to FIFO regulations
* Reports food, drink and cleaning product shortages to Management
* Assists in opening and closing duties
* Reports and deposits daily sales
* Timekeeping and scheduling of staffs
* Oversees all functions of café staff and overall in charge of operation

**Educational Attainment**

**Bachelor's Degree, Hotel and Restaurant Management**

 **Polytechnic University of the Philippines**

**Completion Date:** March 1998