

**PRINCESS**

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An enthusiastic and aspiring to establish a career in Customer Service/Front office management with a growth oriented organization to utilize acquired skills and knowledge in achieving organizational goals, while attaining personal and professional growth, provide an opportunity for enhancing learning graph and career advancement.

E M P L O Y M E N T H I S T O R Y



**PACIFIC ARCHITECT ENGINEERING**

Associate Subcontract Administrator/Procurement Assistant

July 17 2016 – February 15, 2017

**Responsibilities**

* Uploading Document in Opscheck
* Filling and Printing document
* General Administrative Task
* Sending Close out to the vendor
* Handling different  types of system  such as Cognos, Cospoint Opscheck
* Drafting Bid Summary.
* Uploading Vendor Evaluation
* Maintaining Opscheck filling.
* Checking for System for Award Management and Visual Compliance
* Extracting of PO log amount paid for Close out procedure.
* Printing RQ and RQ approval from Cost point.
* Sending documentation request.
* Populate bid summary with line pricing item.
* Sending Request for Proposal to the vendor.
* Drafting optional line pricing items.
* To make Pricing Analysis procedure and forms to determine the offeror is responsible and the price

for the contract is determined to be fair and reasonable.

**ETISALAT-Telecommunication UAE**

Customer Service Executive

June 26, 2009 - July 14, 2016

**Responsibilities**

* Handle customer needs
* Give a Customer Connection Request as a Landline/Mobile services
* Accept Billing of a Customer
* Take a complain and do immediate action to ensure satisfaction of the customer
* Give Organize application to ensure the correct information of the customer.
* Accept Inquiry of the customer.
* Promoting new Products such as Devices, Services for mobile, landline and Internet.
* Providing customer assistance and satisfaction through attending the customer needs.

**ETISALAT UAE**

Telemarketer/customer service executive

**Responsibilities**

* Make outbound and inbound call to customer.
* Check the list of customer for new and existing to ensure to offer them

a suitable package on their service.

* Offering the promotion for existing and new customer.
* Providing connection such as home internet, fixed home line, mobile service.
* Take all information to give customer satisfaction as well a proper service has requested.

**SHERATON HOTEL DUBAI**

Guest Relation officer/host

February 2007 till 2009

**Responsibilities**

* Takes reservations, organizes seating and greet customers and seat them at tables or in waiting area.
* Inspect tables and dining areas to ensure cleanliness and proper set up.
* Speak with patrons to ensure satisfaction with food and service, and to respond to complaints.
* Maintain contact with kitchen staff, management, serving staff, and customers to ensure that dining details are handled properly and customers' concerns are addressed.
* Welcome customers at the reception area and facilitate customer needs from getting a table to ordering.
* Prepare inventory report and sales report to the manager on daily basis.
* Recommend specialties to customer on food and beverage if needed.

**SM DEPARTMENT STORE PHILIPPINES**

Sales Customer Service

June-December 2006

**Responsibilities**

* Communicates with the customer in a friendly manner.
* Participated in the development of the company, maintained good records especially with customer satisfaction.
* Arranging all stuffs according to its label and numbers.
* Responsible in checking purchases product and available stock for the week.

**EDUCATIONAL ATTAINMENT**

DELA SALLE UNIVERSITY PHILIPPINES

Bachelor of Science Radiology Technology 2004

**Seminar and Training Attended 2007**

* First AID Training

**Recommendation Certificate**

**PAE-Dubai -** February 15, 2017

**Employees of the Month Certificate**

**Etisalat-** November 2014

**ETISALAT TRAINING**

* Telemarketing one year experience in customer service
* Blackberry devices training
* Elife bundle training
* Samsung training
* Inbound call for new and existing customer

**Sheraton Hotel**

**Training**

* Food hygiene training
* Service culture training
* Telephone Operator inbound/outbound call within guest check-in
* Coffee Training Bon Cafe level-1

**COMPUTER SKILLS**

Proficient Microsoft Office Application

Word, Excel, Outlook Typing skills 60 word per minute,

