

**areas of expertise**

*Customer Service Oriented*

*Administrative Work*

*Microsoft Proficient*

*Cash Handling & Duties*

**CAREER OBJECTIVE**

*“I am a person of integrity, honest and trustworthy. I am highly motivated and adaptable with excellent interpersonal skills. I wish to use my skills, render my knowledge and willingness to learn into the organization by taking new challenges.”*

***TOURIST VISA***

***Expiration Date:***

***March 18 , 2017***

**QUALIFICATION SUMMARY**

Have 10 years work experience, in administrative, secretarial works, customer services in hospitality Industries and General Trading Companies in, Abu Dhabi-United Arab Emirates and Philippines. Demonstrate the ability of being independent, flexible, resourceful, and hardworking with good attitude towards work. Ability to complete daily procedures and responsibilities without direct supervision.

**ACADEMIC QUALIFICATION**

***Bachelor of Science in Computer Science****: 1999 - 2003*

*University Of Mindanao, Davao City - Philippines*

**WORK EXPERIENCE:**

***Sept. 24, 2015 - Sept. 24, 2016:*** TheLounge, Recreational

(Comp. Closed) Club and Cafe. Capital Plaza Tower

Khalifa Street, Abu Dhabi-UAE.

**Supervisor cum Event Coordinator**

* Responsible for coordinating events, including planning menus, putting up decorations, and ensuring the event runs smoothly.
* Follows and directs team members to follow store policies, procedures and adhere to merchandising and cleanliness standards.
* Responsible for assisting the store manager in maintaining a positive environment, which provides fast, efficient, and friendly service ensuring a Total Quality Experience for both our customers and team members.

***Feb. 15, 2013 – Feb. 10, 2015***:**Saleh Bin Lahej Group, Hospitality**

**Division.** Abu Dhabi Khalidiya Branch

**Call Center Agent cum Office Secretary**

* Responsible in maintaining pleasant phone demeanor, answering direct calls in a polite and informative manner.
* Maintaining efficient working relationship from the superiors, to co-worker and most especially to the customer.
* Taking additional responsibilities that might perform clerical or administrative task.
* Typical work activities in the office include word processing, audio and copy typing, letter writing, dealing with telephone and email enquiries, creating and maintaining filing systems.

**WORK EXPERIENCE:**

***Feb. 10, 2010 – Feb. 10, 2013***: **Saleh Bin Lahej Group, Hospitality Division**

Cantina Laredo Mexican Restaurant

1st Floor – Khalidiyah Mall. Abu Dhabi-UAE

**Customer Service Representative.**

* In-charge of keeping the stand or reception desk clean and organize at all times. Making sure that it is organized and ready for operation. Checking with phone reservationists, checking with manager to assure there are no large or private parties you do not know about.
* Check with kitchen to see where they stand, see if they are behind or if they are out of anything. Plan out of the seating chart and organize the reservations, making sure of customer service representative rotation chart or everything when running an effective host stand. Greets guest, escorts them to their table, pull seat out for the ladies, elderly people, Kids and present menus. Insuring every guest is well attended, by quickly responding their needs. Say good-bye to the guest. Check to see that everything was wonderful upon their dining at the restaurant and ask them to come back.

***Aug. 2007 - Jan. 2010*** : **Gaisano Capital Group of Company/City LifeStyle**

Spa & Fitness Center. - Quezon City,

Manila Philippines.

**Admin. cum Finance staff.**

* Responsible as Petty Cash Custodian/Bank card In-Charge, Accounting and Payroll trainee.
* Monitoring of day to day expense of the company. Recruiting, training and supervising junior staff and delegating work as required; manipulating statistical data, arranging both in-house and external events. Generate credit card sales report. Monitoring of employee’s time card.

***Jun. 2005 - Aug. 2007*** : **Gaisano Capital Group of Companies**

Cor. Colon Leon-Kilat Street, Cebu City

**Finance Dept./ Finance Staff – Issuance an Releasing Section**

* Monitor Company’s Statement of Accounts in all branches.
* In-charge for Issuing, printing, releasing and clearing of checks

***Jan. 2004 - Apr. 2004*** : **Norco Trucking Corporation**

Bo. Obrero, Carmen-Venzon St.,

Bajada Davao City, Philippines

**Administrative Secretary- Engineering Dept.**

**Apr. 2003 - May 2003** : On-Job-Training (OJT)

**Prudentialife Capital Corporation**

C.M. Recto St., Claveria Davao City

Visa & Credit Clerk

**AFFILIATION, CERTIFICATES, TRAINING AND SEMINAR’S:**

*Nov.25 - Dec.30, 2016 -* **1 - Administration and Secretarial Skills:**

**11 - Conversational Arabic Level-1:**

*The Global Pinoy Academy,*

*Dubai Commercial Bank Bldg.*

*Khalidiya St. Abu Dhabi, UAE*

June 25, 2012 - ***Licensed Validity Certificate for 5 years:***

**June 25, 2012 – June 26, 2017**

ABU DHABI FOOD CONTROL AUTHORITY

SYSCOMS COLLEGE

EFST – Essential Food Safety Training

RMK Experts Vocational Training Services

School year 2002 – 2003 **- Finance Officer/SINTACSS Organization**

Society of Information Technology and

Computer Science Organization

University Of Mindanao

Bolton Street, Davao City-Philippines

**REFERENCES - Available on Request**

I hereby certify that all information given above is true and correct to the best of my knowledge and belief.