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**LILIAN**

[**LILIAN.361837@2freemail.com**](mailto:LILIAN.361837@2freemail.com)

**OBJECTIVE:**

To obtain a position in any field preferably in the field of hospitality, with a focus on customer service and sales.

**SKILLS & QUALITIFICATIONS:**

* Can speak basic Arabic language.
* Knowledge in Microsoft Office Applications (Word, Excel, Powerpoint).
* Self-motivated, initiative, maintains a high level of energy.
* Accuracy and Attention to details.
* Tolerant and flexible, adjusts to different situations.
* Can work under pressure and with less supervision.
* Ability to work in harmony with co-workers.
* Fast learner and knows how to adjust in a new environment.
* Strong verbal and personal communication skills.

**WORK EXPERIENCE**

**Supervisor - Guesthouse Housekeeping Dept.**

Sharaf Group, Al Mina Rd., Bur Dubai

Dubai, United Arab Emirates

January 2014 – Present

**Customer Service Representative**

Gaisano City Mall, Cagayan De Oro City

Misamis Oriental, Philippines

May 2012 - December 2013

**Junior Supervisor - Housekeeping Dept.**

Hamad Medical Center

Tanzifco Company W.L.L

Doha, Qatar

March 2008 - March 2012

**Sales Executive**

GaisanoCity Mall, Cagayan De Oro City

Misamis Oriental, Philippines

March 2000 - March 2012

**TRAINING & SEMINARS ATTENDED**

**Customer Service**

Hamad Medical Corporation, Hospitality Department

Doha, Qatar

May 31, 2011

**Telephone Techniques Program**

Hamad Medical Corporation, Hospitality Department

Doha, Qatar

June 28, 2011

**Customer Complaint Handling**

Hamad Medical Corporation, Hospitality Department

Doha, Qatar

July 04, 2011

**World of Welcome**

Hamad Medical Corporation, Hospitality Department

Doha, Qatar

November 27, 2011

**Digital Media Fundamentals**

Microsoft Unlimited Potential

Overseas Workers Welfare Administration,

Reg. 10, Cagayan de Oro City, Philippines

September 3- 7, 2007

**Computer and Internet Fundamentals**

Microsoft Unlimited Potential

Overseas Workers Welfare Administration,

Reg. 10, Cagayan de Oro City, Philippines

**PERSONAL INFORMATION**

Sex : Female

Age : 35

Date of Birth : September 23, 1979

Civil Status : Single

Nationality : Filipino

Religion : Roman Catholic

Visa Status : Company Visa valid until March 2016

**EDUCATIONAL ATTAINMENT**

**High School**

Carcar Academy High School, Carcar

Cebu, Philippines

Year Graduated: 1996

**REFERENCE**

Available upon request.