

Geniches

[Geniches.362989@2freemail.com](mailto:Geniches.362989@2freemail.com)

**OBJECTIVE**

A dynamic, highly dependable, with strong desire to learn and progress, hardworking individual seeking a position where expertise gained from academic training and former job experience can contribute to company’s goals and objectives.

Key Skills and certificates

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| --- | --- |
|  | * Microsoft Outlook * Microsoft Excel, Word and Power point * Basic computer troubleshooting * Certificate in Human Resource Management (Learners Point, UAE) * Certificate in HABC Level 2 Int’l Award in Emergency First Aid at Work (Highfield Int’l Accreditation) |

Professional Experience

**ALKHAYAM HOTEL**

Sikkat AL Khail Street, P.O Box.

82249 Deira, Dubai – United Arab Emirates

May 25, 2015 - Present

***Front Office (Receptionist)***

Job Responsibility:

* Handled Reception works using the Fidelio system and IDS system for booking and reservation of the Guest.
* Monitoring the percentage of the rooms rates and propose plan to increase the profit of the Hotel.
* Assisted for Technical Issues / Computer Issues, resolving into the timely matter.
* Monitoring all incoming and outgoing Purchase order and invoices.
* Answer Incoming calls for future reservation and other guest concerns.
* Relaying guest request to the concern department and making follow-ups ensuring quality services has been rendered.
* Responsible for the night auditing, revenue of the hotel
* Sending e-mails, revenue and guest arrivals.

**Teleperformance(BPO)**

**Ecoland Davao City, Philippines**

**April 2014 to March 2015**

***Technical Support Representative/Acting Supervisor***

Job Responsibility:

* Assisting customer in activating different types of cable boxes for television either a high definition or standard definition.
* Provide information about the policy of the companies’ equipment.
* Keeping records of the customer’s concerns and noting of the progress of each case.
* Assisting customer in activating modem for internet connection which also connected to the telephone.
* Scheduling for sending technician to install cable wirings inside/outside connections.
* Level II assistance when onset of the call the customer wants to speak to a supervisor.
* Takes responsibility for repeat callers.
* Creating trouble ticket supervised by the higher department.
* Supervising Co-Agents on their daily job basis ensuring quality service has been given to the customer.
* Monitoring of the pending jobs and making follow with the concerned departments or person in charge.
* Coordinating with the Tech Support Manager on the daily targets and objectives required for our department.

**Humberto’s Little Charming Hotel**

**Palma Gil St. Davao City, Philippines  
March 2013 to April 2014**

***Front Office (Receptionist)***

Job Responsibility:

* Handled Reception works using the Fidelio System, for booking and reservation of the Guest.
* Monitoring the percentage of the rooms rates and propose plan to increase the profit of the Hotel.
* Assisted for Technical Issues / Computer Issues, resolving it in the timely matter.
* Monitoring all incoming and outgoing Purchase order and invoices.
* Answer Incoming calls for future reservation and other guest concerns.
* Relaying guest request to the concern department and making follow-ups ensuring quality services has been rendered.

***OFFICE ASSISTANT***

* Filing invoices and receipts copies on a weekly basis.
* Basic accounting for making daily and monthly reports
* Finalizing business proposals and sending to the Manager for signature.
* Updating online reservation details like rates and promotions

Education

**Bachelor of Science in Hospitality Management**

*2009-2013*

St. Mary’s College of Tagum

Tagum City

Secondary Education

*2004-2008*

Pantukan Nat’l Highschool

Elementary Education

*2001- 2004*

Kingking Central Elem. School

**Personal Information**

Age: 25 yrs. Old

Gender: Male

Birthdate: February 5, 1992

Birthplace: Tagum City, Philippines

Nationality: Filipino

Religion: Roman Catholic

Status: Single

References:

*Contact details available upon request*

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