

KIMBERLY

KIMBERLY.363875@2freemail.com

Objective:

* To obtain a position and to be a part of a well-established and known company that will further develop my talents and skills and provide opportunities on my career advancement and to enhance my talents and skills for my continuous career progress.

Skills and Abilities:

* Ability to work in a high Energy and demanding work environment.
* Ability to lead people to achieve one’s goal.
* Ability to understand foreign cultures and customs.
* Excellent communication and networking skills.
* Presentable with good verbal and written skills.
* Has the ability to handle multiple tasks, work well under pressure, meet deadlines and summarize key results and related activities.
* Can work under pressure.
* Resourceful, assertive and goal oriented.
* Ability to identify problems and develop solutions.
* Has the ability to maintain sense of urgency, efficiency and flexibility for the job given by management.
* Computer Literate (MS Word, Excel, Office, Power Point).

 CAREER SUMMARY:

Master Cake

Sales Associate

Al Muwaiji, Abu Dhabi Al Ain UAE

September 2016 – April 2017

* Job Description: Greet and Welcome the customers as they arrive in the shop. Provide customers with information on freshly baked products and their ingredients. Assist customers in choosing cakes, pastries, cookies, according to their specific tastes. Take down the special order of the customer for the customized cake and their details. Answering the queries of the customer regarding for the cakes, pastries and cookies. Saying Thank you and bidding goodbye to the customers and saying them to come back again.

 H&M

Sales Associate

Dubai Mall, Dubai UAE

Alshaya Group of Company

February 2014 – December 2015

* Job Description: Ask customer how they can be helped. Provide customers with product information that they need. Escort customers to the correct aisles. Welcome customer as they arrive with a smile. Explain product features and warranty agreements. Demonstrate the working of a product when the customer asks. Provide customers with information on daily deals and promotions. Ensure that all products are well stocked and are easy to reach. Assist customers by taking down products that may not be easy to reach. Provide information regarding each product and any discount offers associated with it. Make sure that work area and aisles are clean and shelves are dusted properly. Respond to customers’ requests and concerns in a resourceful manner. Handle cashier duties by taking cash or credit cards in exchange of goods sold. Manage product returns and exchanges. Ensure that all purchased items are delivered to the customers in a prompt manner. Discourage shoplifting activities by constantly keeping a vigilant eye. Arrange products on shelves in a tidy manner. Replenishing all the times on the store or floor.

Tolosa Restaurant and Bar

Waitress / Hostess

Souk Al Bahar, Dubai UAE

July 2012 – December 2013

* Job Description: Welcome guests and make them feel comfortable while you’re serving them. Learn menu items and be able to describe them appropriately to guests. Take beverage and food orders. Deliver beverages and food in a timely manner. Check-in with guests to ensure that everything is going well. Refill beverages throughout the meal. Deliver guest’s bill and thank them for dining at the restaurant. Work with other servers and be a team player.

Discovery Suites

Receptionist / Telephone Operator

Ortigas City, Philippines

March 2011 – May 2012

* Job Description of Receptionist: Deliver excellent customer service, at all times. Assist in keeping the hotel reception area clean and tidy, at all times. Deal with all enquiries in a professional and courteous manner, in person, on the telephone or via e-mail. Administer all reservations, cancellations and no-shows, in line with company policy. Be responsible for evacuation, in cases of emergency, acting as first.point of contact for guests and the emergency services. Be involved and contribute at team meetings. Carry out instructions given by the management team and head office.
* Job Description of Telephone Operator: Answering the Internal and the External Calls with the Hotel Approved Script, and end all calls with, thank you. At all times, sound pleased to handle the call and take care to speak with a pleasant tone of voice. When placing calls to other extension in the Hotel which are busy, keep the caller politely informed of the busy status. When a call Returns from an unattended extension in the Hotel, the Operator should politely ask the Caller if he wishes to leave a message or not. Be acutely aware of the procedures for handling Fire alarm and other emergency procedures. Record all calls on the appropriate telephone traffic sheet. Record accurately wake up calls on the appropriate form, upon a waking the Guest the telephone operator should act as per the prepared script. To attend promptly to the Guests inquires with courtesy and politeness. To Maintain Confidentiality, and never disclose any secret.

FORMAL QUALIFICATIONS:

Bachelor of Science in Hotel and Restaurant Management

Lyceum of Alabang

#88 GNT Bldg. National Road Putatan Muntinlupa City

Philippines

PERSONAL DETAILS:

Nationality : Filipino

Age : 25 years old

Civil Status : Married

Date of Birth: October 07, 1991

Religion : Christian

Visa Status : Cancelled visa

DECLARATION:

* I hereby declared that the above mentioned are true to the best of my knowledge and belief.
* I am sure that the valuable experienced, which I had with the above firm, will prove to very useful in discharging my duties efficiently, if I am selected.
* I hope you will give an opportunity for a personal interview with you and oblige.

 Thank You,