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| **D:\QUEEN CK FILES\2x2 picture.JPGCHENIE**  [**CHENIE.364380@2freemail.com**](mailto:CHENIE.364380@2freemail.com) | | | |  |
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| **CAREER OBJECTIVES** | | | | |
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| To strive for excellence, to work in such an environment that will enhance my knowledge, professional skills, and to serve my organization in best possible way with sheer determination which I can apply my capabilities, education, and to achieve personal as well as organizational goals. | | | | |
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| **EDUCATION** | | | | |
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| **Graduate of Bachelor of Science in Business Administration** Major in Marketing Management  **University of the Immaculate Conception**(2009-2014)  Davao City, Philippines | | | | |
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| **QUALIFICATIONS** | | | | |
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| • | Proficient in the use of computer, MS-office (Power Point, Excel and Word) and Multimedia. | | | |
| • | Ability to interact constructively and maximizing resources. | | | |
| • | Excellent interpersonal skills, office etiquette and phone manners. | | | |
| • | Able and willing to assist co-workers, supervisors, and clients in a cooperative manner. | | | |
| • | Ability to understand consumer as well as the needs of the client. | | | |
| • | Strong organization and analytical skills, flexible and pro-active. | | | |
| • | Having good written and spoken communication abilities. | | | |
| • | Good humour with a positive and enthusiastic outlook, open-minded and flexible. | | | |
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| **EMPLOYMENT HISTORY** | | | | **DATE** |
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| **SM DEPARTMENT STORE**  Position: **Sales Associate** | | | | May 2012 to  July 2013 |
| • | Responding quickly and resourcefully to customer requests or concerns. | | | |
| • | Using suggestive selling techniques to increase sales. | | | |
| • | Giving information to customers about products. | | | |
| • | Organizing the display of merchandise. | | | |
| • | Assisting customers with choices about products of merchandise by providing them with information. | | | |
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| **MARCO POLO HOTEL**  Position: **Spa Receptionist** | | | | August 2013 to  October 2014 |
| • | Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries. | | | |
| • | Process payments from clients for services ordered from the spa. | | | |
| • | Monitored all the financial transactions of the facility such as guest fees, membership fees and others. | | | |
| • | Performed all administrative functions for the spa such as scheduling appointments and maintaining the inventory. | | | |
| • | Assist in developing promotional events, which focus on increasing the clientele of the spa. | | | |
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| **GLOBE TELECOM**  Position: **Customer Service Representative** | | | | December 2014 to  February 2016 |
| • | Handle and resolve customer complaints. | | | |
| • | Attracts potential customers by answering product and service questions; suggesting information about other products and services. | | | |
| • | Assist with placement of orders, refunds, or exchanges. | | | |
| • | Sell products and services. | | | |
| • | Process orders, forms, applications and requests. | | | |
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| **FUJAIRAH ROTANA RESORT AND SPA**  Position: **Kids Club Attendant** | | | | April 2016 to  April 2017 |
| • | Responsible for greeting parents and children getting parent contact information and any special instructions for each child. | | | |
| • | Developed daily activities for children and monitored those activities for maximum safety. | | | |
| • | Report any incidents to Kid's Club Supervisor or Operations Manager. | | | |
| • | Participate and entertain children with games or other approved activities. | | | |
| • | Supervise activities of all assigned children in the Kid's Club area and ensures child remains in designated area. | | | |
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| **PERSONAL DATA** | | | | |
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| • | Nationality  **: Filipino** | • | Gender **: Female** | |
| • | Date of Birth  **: December 7, 1993** | • | Marital Status **: Single** | |
| • | Age **: 23 years old** | • | Religion **: Roman Catholic** | |
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| **LANGUAGE SPOKEN** | | | | |
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| • | **Tagalog** | | | |
| • | **English** | | | |
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