**ARLENE**

**ARLENE.366759@2freemail.com**

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| **OBJECTIVE** |

Maximize my capabilities, utilize my potentials, apply my acquired knowledge, and learn as well from your companies, with a spirit of professionalism and determination.

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| **EMPLOYMENT RECORD** |

July 16, 2013 – July 23, 2016 ***Receptionist***

 Transit Hotel (Alpha Flight Services)

 Sharjah International Airport, U. A. E.

* Welcoming guests, Receives/Make phone calls & transferring the line to particular rooms, Receiving/Sending/Updating fax or courier to the person/company concern, Receive/Confirm bookings, Filing of records, Allocating rooms for the expected arrival, Cashiering, Making Statement of Account using MS Excel, Making the Schedule every month, Supervising the HK-staffs, Execute all possible commands instructed by the manager

July 6, 2011 – June 20, 2013 ***Guest Relation Officer***

 Chicken Tikka Drive Thru (Americana Kuwait Food Co.)

 Sharjah, U.A.E.

* Welcoming guest through opening the doors for them, Leading them in their tables, Giving menu, Delivering message to guest (new products or any issue), Checking all the team member’s work, Making Station to be follow by the staffs, Follow-up orders and the suggestive selling, Maintain the cleanliness, Build Teamwork, Taking in-charge if manager is not around or doing team member’s work if lack of staff. Solving complains and makes the guest satisfied in every visit.

June 21, 2010 – July 5, 2011 ***Team Member***

 Chicken Tikka Drive Thru (Americana Kuwait Food Co.)

 Sharjah, U.A.E.

* Welcoming guest, Giving customer 100% satisfaction, Assisting customer’s needs, In-charge in taking orders, Food runner, Table setting, Making follow-ups, Section handling, Cashiering, Suggestive selling, Opening & Closing procedure following Chicken Tikka standard.

March 2010 – May 2010 ***Receptionist***

 Sun Villa Resorts and Spa

 Boracay Island Malay, Aklan, Philippines

* Receiving guests through giving them welcome necklace, drinks& treat them as a friend, Receives/Make phone calls & transferring the line to particular concern, Receiving & Sending fax, Check bookings and allocate rooms, Instruct the HK-staff, Making Inventory/Salary & Commission

June 3 – November 29, 2008 ***Retail Assistant***

Popular Bookshop

 United Square, Singapore

* Being aware of our market, Prioritize& assist the customer well, Ensure the highest standards of presentation, cleanliness & order in the assigned department, Order/Transfer stocks, Doing stocks (check/arrange/pack/tag price), Receive/Make phone calls

October 2007 – January 2008 ***Front Office Clerk***

Philippine Veterans Bank

 Baliuag, Bulacan, Philippines

* Assist the guest, Open an accounts, Process pensions of the client, Take all the requirements needed, Receive/Make phone calls/fax, Filing different type of documents, Counting money accurately

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| **QUALIFICATIONS** |

* Hardworking
* Trustworthy
* Willing to be assigned in any kind of work
* Good interpersonal& communication skills
* Ability to work under pressure & learn new tasks quickly.
* Ability to work individually or as active team.
* Computer literate
* Customer – service oriented
* Willing to undergo training and seminars for further development

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| **EDUCATIONAL BACKGROUND** |

*Bachelor of Science in Business Administration (BSBA) – Management Accounting*

Baliuag University

Baliuag, Bulacan, Philippines

2004 – 2008, Graduate

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| **PERSONAL DETAILS** |

Birth date : October 6, 1987

 Age : 29 yrs. old

 Civil Status : Married

 Nationality : Filipino

 Religion : Islam

 Language : English & Tagalog

 Visa status : Husband Visa