## D:\300.jpgRAQUEL

## RAQUEL.371609@2freemail.com

**Summary of Qualifications:**

* + - Provide consistent high quality service and accurate information to customers. Goal-oriented and dynamic.
		- Five (5) years of extensive experience in Call Center Industry as a Customer Service Representative.
		- Great knowledge of office practices and procedures; business correspondence.
		- Well versed in Microsoft Office, internet look-up, and up to date procedures relating to technology. Galaxy system trained.
		- English proficiency, strong interpersonal skills and excellent organizational skills.

**WORK EXPERIENCE**

* **January 26, 2011-July 31,2015**

ICELAND WATER PARK

Polo RAK Amusements LLC

Ras Al Khaimah, UAE

**Guest Relations - Sr. Team Leader**

* Allocating task to each team members.
* Ensuring the performance of each team member is of a high standard.
* Monitor each team member’s break time schedules.
* Relieve the team members if needed.
* Cascade important information to the team members regarding management policies, promotions and other work related information.
* Assist the guests’ inquiry.
* Attend to guest complaints and forward complaints to the concerned department.
* Report to the Manager regarding the issues on any particular day.
* Responsible in coordinating group bookings to the concerned departments.
* Handling opening and closing briefing to update the team members.
* Monitor the area covered by the guest relations department.
* Respond to emails received.
* Prepares the daily attendance of each team members and submit the updated record to Human Resources.
* Discussing and resolving problems.
* Prepares SOP for the team.
* Prepares checklist for each team members.

**HR Executive**

* Assists and answers questions and inquiries as reception for the Human Resources Office –in person and over the phone or through email.
* Maintaining employee files and the HR filing system.
* Provides job candidates by screening, interviewing, and testing applicants; notifying existing staff of internal opportunities; maintaining personnel records; obtaining temporary staff from agencies.
* Maintains human resources records by recording new hires, transfers, terminations, changes in job classifications, merit increases; tracking vacation, sick, and personal time.
* Orients new employees by providing orientation information packets; reviewing company policies; gathering withholding and other payroll information; explaining and obtaining signatures for benefit programs.
* Log-in to paytrax for each colleagues’ leave applications.
* Supports the operations during busy time like EID Holidays and any other special events as well as during Ladies Night.

**GUEST RELATIONS EXECUTIVE**

* Attends promptly to customers' inquiries and assists them with their needs
* To furnish guests on information about the product and services of the company.
* To handle complaints and feedback of guests then provides solutions to their issues or concerns.
* Handled responsibilities of attending over the phone or through email inquiries regarding the tie up promotion with the hotel.
* Sends quotations to the guests regarding the promo
* Sends accommodation request to the Hotel Reservations Team.
* Giving confirmations to the guests regarding their room reservation through email or over the phone.
* Receives payments and submit cash summary report.
* Prepared daily front office report and send it thru email to the respective departments.
* **March 2005 – February 2010** I-Contacts Corporation – A Subsidiary of Smart Quezon Avenue, Quezon City, Manila, Philippines

**Customer Service Representative**

* Responsible in handling over the phone sales, after sales transactions, inquiries and complaints of subscribers.
* Cross-selling new products and services.
* Coordinates with internal departments such as Complaints Management Group, Wireless Centers, Credit & Collection, Technical department and others.
* **May 2002 – January 2005**

Jollibee Food Corporation

BBB Branch Caloocan City, Manila, Philippines

 **Administrative Assistant**

* Responsible in handling store funds including petty cash fund and the daily sales of store.
* Responsible in taking all banking transactions.
* Do all payroll accounts of crews and coordinating it with Head Office
* Processed all the necessary documents for each branch employees.
* Monitored store and employees’ supplies.
* February 1999 – March 2002

Starpack Corporation

Mandaluyong, Manila, Philippines

**Sales Secretary - Sales/Mktg. Dept.**

* Responsible in taking over the phone transactions like follow-ups from the clients.
* Send quotations to the clients regarding proposals from our Sales Representative.
* Make presentations readily available for the meetings.
* Responsible in filing monthly reports.
* Monthly inventory for office supplies
* Assisted the Sales Representatives in their paper works
* Organized their calendar schedules for appointments, meeting or client calls

**EDUCATION:**

**Bachelor of Science in Business Administration Major in Management**

Philippine School of Business Administration

Manila, Philippines

June 1995 – October 1998

**Associate in Computer Science**

Tiburcio Tancinco Memorial Institute and Technology

1993 - 1995

**PERSONAL DATA:**

**Date of Birth: March 29, 1977**

**Gender: Female**

**Civil Status: Married**

**Nationality: Filipino**