**GEMA**

[**Gema.372158@2freemail.com**](mailto:Gema.372158@2freemail.com)

***OBJECTIVE:***

**To seek a position in your esteemed institution that optimizes professional and personal growth for future development, and use and enhance my skills and experience**.

***EDUCATIONAL ATTAINMENT:***

**Course : IATA/UFTAA TRAINING PROGRAM (TICKETING/AMADEUS)**

**OMIER TRAVEL AGENCY, ABU DHABI U.A.E**

**Course**  **:** **BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION**

**MAJOR IN BANKING AND FINANCE**

**University : BUKIDNON STATE COLLEGE, PHILIPPINES**

***WORKING EXPERIENCE:***

**ADMIN ASSISTANT CUM RECEPTIONIST (October 201­2 – March 2016)**

FOCUS MANAGEMENT CONSULTANCY, ABU DHABI U.A.E.

Job Details:

* Format all training materials
* Liaise with clients and hotels regarding room set up for training
* Code all new courses
* Copy type where required
* Proof read, edit and print course reports
* Updating files on server with latest version and ensuring all required documents are available.
* Data entry and research as required
* Arrange hotel and flights for overseas trainers when required
* Answer the telephone and pass on messages
* Prepare course material as per the equipment list
* Ensure course materials are prepared in accordance with the prep schedule
* Maintain the cleanliness of the office
* Liaise with the building watchman regarding any repairs /cleaning required
* Record attendance
* Ensure kitchen is stocked with daily provisions
* Liaise with trainers to collect /return materials as per the prep schedule
* Sign out and in course materials
* Monitor office supplies and prepare the order when required

**SENIOR RECEPTIONIST (January 2005 – May 2012)**

HOWARD JOHNSON DIPLOMAT HOTEL, ABU DHABI U.A.E.

Job Details:

* Prepare a day prior to all arrivals and control all related status are entered and update on the computer
* Preparing pro-forma invoice for company payment
* Confirming guest flight
* Arranging tours, cruises and car rental if guest needed
* Preparing daily sales and room availability report
* Handles guest needs or request and report complaints
* Establish contact with all in-house guests, external visitors, companies, aimed at improving the standard of services and profitability of the hotel
* Daily allocate rooms in order of arrival time and guests status
* Follow up guest’s departure of the same day
* To know all in house, VIP, and in coming guests
* Make all the VIP requisition approved and make sure follow up of the same day
* Managing hotel's availability at all times and in registration of bookings
* Address all required services to the department concerned
* Ensure rooms status information maintained, to ensure maximum revenue
* Maintaining guest's folios by posting to particular guest’s accounts
* Ensuring authorization of credits cards

**AWARDED AS BEST EMPLOYEE OF THE YEAR 2006.**

HOWARD JOHNSON DIPLOMAT HOTEL, ABU DHABI U.A.E.

**SALES ASSOCIATE (January 2003 – September 2004)**

RUSTAN’S DEPARTMENT STORE, SHANGRI-LA PLAZA, MANILA PHILLIPINES

Job Details:

* Verify and assures to provide a better service to the customer to gain customer satisfaction.
* Arrange and display stocks in organize manner according to fashion, style, colors, trends and varieties.
* Prepare monthly inventory for fast and slow moving products.
* Records and updates stock card inventories for incoming and outgoing stocks deliveries.
* Handles customer’s complains and request for changes.
* Develop marketing strategies and maintain good customer’s relation.

***SPECIAL TRAINING/SEMINAR:***

**EFFECTIVE COMMUNICATION SKILLS**

* Focus Training Centre, Royal Rose Hotel Abu Dhabi, U.A.E.

**WORD 2010 ADVANCED**

* NewHorizons Computer Learning Centers, Abu Dhabi, U.A.E

**LEADERSHIP AND TEAM BUILDING CAMP**

* Edmard International, Al Jasera Golden Tulip Hotel, Abu Dhabi U.A.E.

**GOAL SETTING SEMINAR**

* Edmark International, Al Maha Rotana, Abu Dhabi U.A.E.

**FEDELIO/OPERA TRAINING SEMINAR**: Howardjohnson Hotel, Abu Dhabi U.A.E.

* Reservation, Billing, Cashiering, Posting and other options.

***PERSONAL BACKGROUND:***

Date of Birth : November 19, 1977

Place of Birth : Philippines

Nationality : Filipino

Sex : Female

Marital Status : Married

Height : 5’5”

Languages : English, Tagalog

Visa Status : Husband Visa

***SKILLS AND COMPETENTCIES:***

|  |  |  |
| --- | --- | --- |
| * Microsoft office | * Detail oriented | * Office management |
| * Planning and organising | * Self-motivated | * Excellent communication skills |
| * Negotiation skills | * Time management |  |