**MELITA**

**MELITA.372742@2freemail.com**

**PROFILE SUMMARY**

Articulate, courteous and dependable professional with around 6 years of experience. Profound know-how of greeting visitors, keeping the reception area clean and organized, providing customer service and updating records. Exceptionally well organized with a track record that demonstrates self-motivation, creativity and initiative to achieve both corporate and personal goals.

Innate ability to deal calmly with visitors under challenging conditions. Confident individual equipped with excellent interpersonal skills both on the telephone and in person. Exceptional verbal and written communication skills with a track record of multi-tasking, problem-solving and prioritizing work. Possess necessary skills to resolve customer complaints, handle high volume phone calls and answer customer queries.

**CORE COMPETENCIES**

Reception Area Management, Guest Relationship Management, Bill Processing, Issue Resolution, Record Keeping, Front Office Desk Management, Policy Adherence

**WORK EXPERIENCE**

**Receptionist | Since Jun 2015**

**ADIA (Abu Dhabi Investment Authority), Abu Dhabi**

**Significant Highlights:**

* Actively engaged in registering all contractors, company employees and issued temporary access cards as per the access control policy.
* Provided answer to a wide variety of enquiries received through the reception from team members and external visitors, both in person, over the telephone and via email, responding with the appropriate correspondence.

**Key Responsibilities:**

* Served visitors by greeting, welcoming, directing and announcing them appropriately. Answered, screened and forwarded any incoming phone calls while providing basic information when needed.
* Received and sort daily mail/deliveries/couriers. Performed other clerical receptionist duties such as filing, photocopying, collating, faxing and more.
* Shouldered accountability to greet visitors in a friendly, professional manner as they arrive, completing a sign in process.
* Provided adequate guidance to the visitors and took them to the visitor’s lounge after collecting their details.
* Determined purpose of callers, and forward calls to appropriate personnel. Ensured to maintain the office supplies inventory by checking stock to place and expedite orders for supplies and verifying receipt of supplies.
* Provided consistently high standards of customer service by greeting and assisting customers.
* Answered all the phone calls received through the reception and informed the contact person upon visitor’s arrival and treated them according to the company guest policy.
* Verified the identities of all the visitors strictly following all the internal memos/work orders to restrict the unauthorized contractors/visitors entry to the building and its premises.

**Front Office Supervisor | Dec 2011 to May 2015**

**Swiss Hotel Corniche, Abu Dhabi**

**Significant Highlights:**

* Proven expertise in handling administrative work including data entry, reservations, reports, billing and accounts procedures, invoicing, payments, credit card per-authorizations.
* Holds merit of up-selling rooms to increase occupancy, managing extra-nets with agencies.

**Key Responsibilities:**

* Maintained and ensured completion of paperwork, sign-in documents and security procedures. Kept complete professionalism in communication while dealing with clients.
* Received and sort daily mail/deliveries/couriers. Performed other clerical receptionist duties such as filing, photocopying, collating, faxing and more.
* Welcomed guests professionally, determined the nature and purpose of visit. Determined purpose of callers, and forward calls to appropriate personnel.
* Monitored the Front Desk activities and ensured all services are provided according to standards required.
* Supervised all arriving guests through guest arrival list ensured that the all rates, meal plans, vouchers required and credit requirements are followed-up.
* Engaged in control rooms blocking during peak periods and to pre-assign rooms for large groups movement and next day's arrivals.

**EDUCATION**

* Master of Economics, Faculty of Tourism and Hospitality Management, University of Rijeka

**Certification:**

5 Star Customer Service Program Certificate by People Centric, 2015

**PERSONAL DETAILS**

**Date of Birth:**  5th March 1982

**Languages Known:** Croatian, English, German and Italian

**Nationality:**  Croatian