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 **DIANA**

**DIANA.373422@2freemail.com**

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| An energetic, motivated and highly dynamic Sales Executive with excellent administrative and sales skills, extensive experience and proven success in customer service. Self-motivated with high energy, initiative, and focus. Keen insight into the needs and views of others-able to listen and identify issues or problem areas and form innovative solutions. |
| PROFESSIONAL OBJECTIVES:To actively participate in the company operation in Administrative and Customer service / Sales, in way that will enable me to capitalize on my skills, with opportunities for career growth.KEY QUALIFICATION:* Promotion and Sales Tactics-Motivated professional who routinely focus on exceeding targets and customer satisfaction rating.
* Customer Service Tactics- Readily connects with customers with proven ability to sell add-ons.

Able to handle complaints in a professional and calm manner.* Ability to effectively interact with all levels of the corporations internal and external clients with a strong analytical and problem solving skills.
* Excellent experience in general administrative and clerical support.
* Can perform assigned duties and obligations with minimal supervision, flexible, quick learner who adopts easily to new situations and enjoys a challenge, dedicated and competent person.
* Diligent, hardworking, with view toward maximizing goal potentials
* Can mingle and work in group and individual.

SPECIAL SKILLS:* Hospitality Services, such as Front Office Operations reports, Telephone Exchange, Fidelio Operations,
* Strong interpersonal and good in English (Oral and written) communication skills.
* Can work with computer and is adept in Microsoft languages (Power Point, Excel, and Word)

LANGUAGES KNOWN:Tagalog (Filipino), and English.FORMAL EDUCATION:**Vocational Care Giver**St. Augustine School of NursingLucena City, PhilippinesAugust 2011- April 2012**Association In Hotel And Restaurant Management**Manuel S. Enverga UniversityLucena City, PhilippinesJune 2008- March 2011AFFILIATION / On-the-Job Training:**Trainee****On the below position**Castle Bernardina HotelsLucena City, PhilippinesAugust 2011- September 2011* **Receptionist**

Welcoming the guest an assisting them to their respective table and to be served by the waiter in charge.* **Sales And Marketing Assistant**

Calling different companies, Schools, and other private institutions to invite and introduce different promotions of the hotel.* **HR Assistant**

Preparing and computing the salary of every employee. Filling all the documents of the company and records of the employee.* **Server**

Serving the guest in a professional way by meeting each guest satisfaction.* **Kitchen Staff**

Helping and assisting the chef in preparing different kinds of meals and menu’s.* **Housekeeper**

Assigned to do the different room services, helping the laundry staffs, folding and preparing linens. | WORK EXPERIENCE:**Sales Representative**International Business Group Majestic Dubai, United Arab EmiratesNovember 01, 2014 – presentAttending customers in exclusive, luxury service and ensure to meet their needs with long-term satisfaction.Achieving targeted sales revenue and turnover, and maintaining maximum brand visibility. Prepared and submitted the daily sales report, cash and updated all documents and stocks for the shop**Front Office Associate**Queen Margarette Hotel, Front Office DepartmentLucena City, PhilippinesApril 2014 - October 2014Responsible in preparing the Hotel’s Cashier Summary, which is primarily very important when it comes to the billing of the guest, where in all the charges of the guest are registered.Responsible for the documentation of the Comparative Report, where in the hotel income basis will be evaluated from the last year income basis.Prepares the Room Folios, a report which a Front Office Associate should be prioritize as the guest enters the hotel, because it is a form where in all the information of the guest is located.**Sales Executive**Noria East Lighting Equipment Trading LLCDubai, United Arab EmiratesApril 2013 – February 2014Attending customers in exclusive, luxury service and ensure to meet their needs with long-term satisfaction.Achieving targeted sales revenue and turnover, and maintaining maximum brand visibility.Prepared and submitted the daily sales report, cash and updated all documents and stocks for the shop.Directly reporting to the General Manager and doing all the files.Answering telephone, screen and direct calls Deal with queries from the public and customers.Provide general administrative and clerical supportPrepare correspondence and documentsReceive and sort mail and deliveriesSchedule appointments for the manager and clients.**Cashier**Star Appliances Center, Inc., SMLucena City, PhilippinesJuly, 2012 – December 2012Deliver high quality customer service.Handle money and make proper change for customers.Prepares sales invoice for different transactions. Secure approval for credit card transaction.Counts loose change fund and accept payment (cash, cheques, credit/debit cards, gift checks and scan coupons for customers). Endorse total sales collection.Maintain clean and orderly checkout areas.Maintaining monthly, weekly and daily report of transactions.Deal with queries from the public and customers.Monitors in and out of items purchased, monitors inventory of premium items and left items at claiming area to be endorsed by Inventory Clerk.Monitoring of Office Supplies and Fixed Assets in Counter Area*.***On Call Brand Ambassador (Promoter) - Part-time**Ace Promotion and Marketing CorporationLucena City, PhilippinesSeptember 2011 to March 2012Responsible for promotion services.Arranged and coordinated outside and inside promotional events.Exceed customer expectations for value and service.Taking surveys and solve various complain and problems.To build and maintain customer relationships and ensure long-term satisfaction.Prepared and submit a daily report that makes the products to improve more to the market and above its competitors.TRAININGS and SEMINAR:**Community Outreach Program and Orientation**Development Disabilities / Care for People with Special NeedsLucena City, Philippines (February 03, 2012)**Feeding Program and Madical Mission**St. Augustine School of NursingLucena City, Philippines (November 24, 2011)**Solid Waste Management Orientation**St. Augustine School of NursingLucena City, Philippines (August 16, 2011)**HRMS Back to Back Seminar in Hospitaly Industry**Manuel S. Enverga UniversityLucena City, Philippines (December 12, 2009)**Dream and Reality in Tourism Industry**CTHRM Coffee Shop - Manuel S. Enverga UniversityLucena City, Philippines (December 12, 2009)PERSONAL INFORMATION:Gender: FemaleNationality: FilipinoDate of Birth: September 22, 1991Civil Status: SingleHeight: 5’4”Religion: Roman CatholicVisa Status: Employment Visa |

*I hereby certify that the above information is true and correct to the best of my knowledge and belief.*