**MARICRIS**

E-mail Address: maricris.374075@2freemail.com

***Objectives:***

Seeking a challenging opportunity where I will be able to utilize my strong organizational skills, educational background, and ability to work well with people, which will allow me to grow personally and professionally. I am self-motivated and able to work both independently and as collaborative team member

***Skills and Qualification:***

* Analytical thinking, planning.
* Strong verbal and personal communication skills.
* Accuracy and Attention to details.
* Organization and prioritization skills.
* Problem analysis, ability to solve problems efficiently.

***Work Experience:***

* + **Emerio Philippines (Part Time)**

Ortigas, Manila Philippines

**Position**: Receptionist (August 2014to February 2015)

* Answers and screens the company’s phone calls and routes the call to appropriate person or department
* Entertain and direct visitors by maintaining employee and department directories; giving instructions.
* Maintains safe and clean reception area by complying with procedures, rules, and regulations.
* Performing other clerical receptionist duties such as filing, photocopying, collating, faxing etc.
* Prepare internal and external business correspondence and documents
* Provide general administrative and clerical support
* **Hewlett Packard Enterprise**

Quezon City, Manila Philippines

**Position**: Service Desk Representative (May 2015 to May 2016)

* Primary responsibility is user support and customer service.
* Respond to questions from all emails, callers and tickets entering to the queue.
* Become familiar with each client and their respective applications.
* Learn fundamental operations of commonly used software and other equipment.
* Follow standard Service Desk operating procedures; accurately log all Service Desk tickets using the defined tracking software.
* Other duties as assigned by the Service Manager.
	+ **Al Naddaf Tourism**

Al Jafiliya, Dubai UAE

**Position**: Ticketing Agent (August 2016 to September 2016)

* Answer inquiries regarding such information as schedules, accommodations, procedures, and policies.
* Assemble and issue required documentation such as tickets, travel insurance policies, and itineraries.
* Handling ticketing & reservations for customers.
* Carry out all follow up procedures pertaining to customer travel, i.e. reconfirmation of airline tickets, tour confirmation, booking / reservation etc..
* Galileo & Amadeus reservation systems and issue and re-issue revalidation.
	+ **Attibassi Coffee Shop**

Al Qasba, Sharjah UAE

**Position**: Cashier/Sandwich Maker (October 2016 to October 2017)

* Ensure that each customer receives prompt and courteous service.
* Greet customers, use suggestively sells techniques/skills and thank each customer.
* Ensure that grocery, cooler and freezer items are fully stocked, cleaned, faced and fronted.
* Operate cash register system, money order machine and credit card machine within established company guidelines.

***Educational Background:***

**Tertiary Bachelor of Science in Information Technology**

June 2012 – April 2015 STI College Baliuag

Gil Carlos St. Baliuag, Bulacan

***Personal Details:***

Birth Date : February 15, 1995

Age : 22

Civil Status : Single

Nationality : Filipino

Language : English

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

 **MARICRIS**

Applicant