

**Paula**

**Paula.375483@2freemail.com**

**Career Objectives**

An individual who is self-motivated and dedicated to achieve all the personal goals and outshine in the real world with perseverance, hard work and being proactive in all the area of the work career.

**Professional Experience**

 **Prime Tower Hotel, Sharjah UAE July 2015 – November 2017**

 **Front Office Receptionist**

* Managed front office reception and administration duties
* Operates Booking.Com and Agoda
* Prepares Booking.com commission reports
* Follow up and responds to all the emails
* Register guests and assigns rooms.
* Accommodates all complaints and special requests.
* Answering local and international calls.
* Arranging and organizing hotel contracts and files
* Handling the cash float, ensuring that cash and credit card are all balance.
* Coordinates room status updates with all the hotel departments.
* Facilitate negotiations with all local and international guests.
* Acting as a liaison between guests and executive staff.
* Assisting the General Manager
* Handling and designing all the Social Media site of the Hotel
* Assigned also in reservations department.

**Education**

2011-2015 San Sebastian College-Recoletos Manila, Philippines

 ***Bachelor of Science in Tourism Management***

(Major in tour and travel operations)

**Skills and Abilities**

* Result oriented
* Good organizational and interpersonal skills
* Computer literate and proficient in MS OFFICE
* Email Marketing
* Customer Service
* Social Media Marketing
* Proactive
* Time Management
* Self-Motivated
* Driving
* English Literate
* Can read and type Arabic language

**Tours and Seminars Attended**

**Kata’lyma Training (Hotel Management System)**

**Manila City, Philippines**

January-February 2013

**Red Horizon Travel and Tours Agency**

**(On the Job Training)**

**Caloocan City, Philippines**

April-May 2013

**Experiential Training Program**

**Hongkong**

August 2013

**Sabre Philippines**

**(On the Job Training)**

**Makati City, Philippines**

November 2014- January 2015

**Personal Information**

**BIRTHDATE:** February 1, 1995

**LANGUAGES:** English, Filipno

Arabic (reading and typing)

**VISA STATUS:** Tourist Visa

 “I hereby declare that all the particulars stated in this application are true to the best of my knowledge and belief.”