**Lourdes**

**Email**: [Lourdes.381049@2freemail.com](mailto:Lourdes.381049@2freemail.com)

**Objective**

To be employed in an environment with growth and excellence and earn a job which provides job satisfaction and self-development and help achieve personal as well as organizational goals.

**Experience**

**Customer Service Executive**

**VFS Global** - Dubai, UAE February 2016 – March 2017

* Welcome VIP applicants by greeting them.
* Take and relaying messages.
* Direct client to the correct destination.
* Deal with queries from the customers.
* Prepare correspondence and documents.
* Ensure a safe and clean reception area by complying with procedures, rules and regulations.

**Sales Lady cum Cashier**

**Fruitilicious LLC** - Dubai, UAE May-2014–February 2016

* Welcome customers by greeting them.
* Explain about the products and try to convert queries in to sales.
* Checking the opening balance, end of day balances and ensuring the cash is balanced.
* Preparing weekly, monthly sales reports.
* Ensuring customer satisfaction.

**Position :Food counter attendant**

**Company : Game Network Cyber Cafe**

Address:Opposite diera city center Dubai UAE

Date:May,2002 to march 2014

Job Description/Duties Responsibilities:

Take customers orders

Assemble food such as sandwiches,soups,wraps and prepare beverags such as coffee,tea hot cappuccinos,iced cappuccino and cold beverages.

Serve the customers at the counter.

Stock refrigerators and keep records of the quantities of food used.

Maintains courteous interaction with the customers all the times.

Knows how to correct the customers complaint and refers serious customers concerns to management immediately.

**Education**

**Computer Programming – Under Graduate**

**Recto Manila**–Philippines

**Secondary**

**Primentel Rivera Memorial Academy** – Santa Cruz, Ilocos Sur

**Primary**

**Cebu Elementary School** – Barili, Cebu - Philippines

**Skills**

* Computer literate
* Supporting and Cooperating
* Good time management
* High confident
* Adapting and Coping
* Self motivated and efficient

**Personal Information**

Date of birth : February 11, 1979

Nationality : Filipino

Languages : English, Tagalog, Bisaya

Gender : Female

Marital Status : Single

Visa status : Visit visa

**REFERENCE.**

Upon request.