**ZIA**

[**Zia.383849@2freemail.com**](mailto:Zia.383849@2freemail.com)

***OBJECTIVE***

A highly driven professional with extensive experience in customer service and sales. An expert communicator who is known for multitasking and completion of assigned tasks in a challenging position in a reputable company where I can give in my maximum effort and service for the efficient operations of the company,Ability to work under pressure with excellent c0-ordinations skills, several major tasks simultaneously.

***CAREER HISTORY***

**HOLIDAY INN HOTEL**

Bur Dubai, Dubai, UAE

**WAITRESS**(August 2017 – September 2018)

DUTIES & RESPONSIBILITIES

* Check with customers to ensure that they are enjoying their meals and take action to correct any problems. Communicate with customers to resolve complaints or ensure satisfaction.
* Collect payments from customers. Process customer bills or payments.
* Serve food or beverages to costumers and prepare or serve specialty dishes at tables as required.
* Prepare tables for meals, including setting up items such as linens, silverware, and glassware. Arrange tables or dining areas.

**ROUND TABLE PIZZA**

World Trade Centre, Dubai, UAE

**CASHIER / WAITRESS**(December 2007– June 2017)

DUTIES & RESPONSIBILITIES

* Write customers’ food orders on order slips, memorize orders, or enter into computers for transmittal to kitchen staff.
* Collect payments from customers. Process customer bills or payments.
* Present menus to customers and answer question about menu items, making recommendations upon request.
* Receive payment by cash, credit cards or automatic debits. Issue receipts, refund, credits or change due to customers.
* Count money in cash drawers at the beginning of shifts to ensure that amount are correct and that there is adequate change.

**METRO AYALA MALL**

Cebu City, Philippines

**SALESLADY** (June 2005 – August 2006)

DUTIES & RESPONSIBILITIES

* Greet customers at the store and provide them with information on their required products.
* Lead customers to desired shelves or aisles and assist them in locating products.
* Explain product features and benefits by performing demonstrations and answer any questions that customers may have.
* Provide information regarding prices and after sales services and ways in which latter can be obtained.
* Assist customers in making decisions regarding suitable purchase based on their specific likes.

***EDUCATIONAL BACKGROUND***

**Tertiary**: Holy Name University Bohol Philippines

Yr. Graduated:2005-2006 (Nursing)

**Secondary:** National High School, Tagbilaran City Bohol, Philippines

Yr. Graduated:2004 – 2005

**Primary:** Guiwanon Elementary School, GuiwanonArgao Cebu, Philippines

Yr. Graduated:1999 – 2000

***PERSONAL DATA***

Date of Birth: December 6, 1986

Civil Status: Single

Sex: Female

Nationality: Filipino

Language Proficiency: English, Tagalog, and Visaya

Visa Status: Immigration Visa (Immediately Join)

***CHARACTER REFERENCES***

Shall be provided upon request.