**Gulfjobseeker.com CV No:** **62508**

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**OBJECTIVE:**

* A friendly, enthusiastic, committed, passionate, and dependable professional individual looking for a position where I can maximize my organizational skills in a challenging environment, thus achieving a high degree of work efficiency.

**SKILLS & QUALIFICATIONS:**

* Bachelor’s degree in hospitality field with experience in customer service.
* Willing to accept new challenge in different field of hospitality.
* Demonstrates positive effective English communication skills, both verbal and written.
* Have a good typing and computer skills, with a proficiency in some of the most common office software programs that includes MS Word, MS Excel, MS PowerPoint, and MS Outlook.
* Able to provide exceptional customer service.
* Able to build good rapport with the customers.
* Able to work fast paced environment and to maintain the strictest confidentiality.
* Ability to do multi-tasking and flexibility in handling assignments.
* Ability to meet targets under stipulated time period.
* Adapt easily to change of environment and work schedule.
* Personable with a positive attitude; interface well with co-workers, and customers.

**PERSONAL QUALITIES:**

* Able to work glowing in a team environment.
* Able to cooperate well with people from a variety of cultures.
* Friendly, caring and service-oriented.
* Good communicator.
* Have the passion to excel in the job.
* Have an immaculate personal presentation.
* Hardworking, energetic, and flexible
* Honest and upright.
* Responsible, realistic, and dependable.
* Vibrant and courteous with high aptitude for customer care.

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**EDUCATION:**

* 2005 - 2009 Bachelor of Science in Commerce

Major in **TOURISM MANAGEMENT**

Far Eastern University

Manila, Philippines

**WORK EXPERIENCES:**

* **FRONT OFFICE – RECEPTIONIST/CASHIER**

***The TAJ Palace Hotel***

PO Box 42211, Dubai UAE

July 16, 2014 – September 30, 2014

Duties & Responsibilities:

1. Provide prompt, courteous and efficient service to all guests, so as to achieve a high level of customer satisfaction through personalized service from arrival till departure.
2. Ensure guests are personally greeted by name, if known and escorted to their room to make them feel expected and welcomed.
3. Conduct in room & hotel familiarization and assist guest in hotel activity enquiries/requests.
4. Maintain an up to date knowledge of hotel information and local services, including operating hours, promotions, events, attractions and any allied information to respond to guest queries.
5. Maintain an awareness of rate levels to be sold on a daily basis and the occupancy levels.
6. Accurately administer Front Desk cashiering standards and comply with all laid down systems, policies and procedures.
7. Process accounts from check-in to check-out, ensuring accurate postings of all incidental charges using computerized Front Office systems.
8. Maintain the privacy of all guests by ensuring that no details of the guests are disclosed.
9. Demonstrate a complete understanding of the hotel’s policies, procedures and service standards and have full knowledge of the hotel facilities and happenings.
* **TRAVEL COORDINATOR**

***Cebu Air, Inc***

Pasay City, Philippines

June 6, 2012 to March 9, 2014

Duties & Responsibilities:

1. Assist the Manager, Office Administration with all travel needs and requirements of all Airbus and ATR pilots. This covers the conferences and seminars to be attended by the admin pilots, ferry flights and C-check.
2. Handle travel reservations, hotel bookings, visa application, passport renewal and travel insurance as needed for the travel of the pilots.
3. Ensure the travel documents such as tickets/ travel transaction receipts, visa applications, hotel accommodations, and passport renewals are appropriately processed prior to the scheduled travel dates.
4. Make payment advice for all accredited hotels, purchased tickets and other related transactions (e.g. passport renewal, insurance application) for the pilots.
5. Assists the Manager, Office Administration in preparing the training agreement contracts of new pilots.
6. Assists the Flight Deck Crew Administrative Assistant in preparing the Flight Time Certificates and preparation of the acknowledgment receipts for travel allowance of the flight deck crew with layover flights.
7. Report directly to the Manager, Office Administration - Budget, Hotel, Travel and Contracts and perform other duties as may be directed.
* **TICKETING AGENT**

***Cebu Air, Inc***

Ortigas City, Philippines

June26, 2009 – June 5, 2012

Duties & Responsibilities:

1. Serve and issue ticket/s to the customers in an efficient and professional manner according to the values/culture of Cebu Pacific Air.
2. Provide customers with the pertinent information regarding travel requirements and standards of the company.

**PERSONAL DETAILS:**

* Date of Birth: January 14, 1989
* Gender: Female
* Marital Status: Single
* Nationality: Filipino

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