**CURRICULUM VITAE**

**Professional Objective:** *To obtain a position which offers competitive working conditions and gives opportunities for fast personal and professional development.*

**Highlights of Qualification:** *Highly trustworthy, ethical and discreet. Ability to do multi-task effectively. Team-player, flexible, punctual and hardworking.*

**WORK EXPERIENCE**

* **SALES EXECUTIVE**

Abu Dhabi, U.A.E.

May 15 till 2014- till September 15, 2014

* Meeting clients to discuss their advertising needs
* Working with [account planners](http://www.totaljobs.com/careers-advice/job-profile/marketing-advertising-pr-jobs/account-manager-job-description) to devise a campaign that meets the client's brief and budget
* Briefing [the creative team](http://www.totaljobs.com/careers-advice/job-profile/marketing-advertising-pr-jobs/pr-job-description) who will produce the adverts
* Negotiating with clients, solving any problems and making sure deadlines are met
* Checking and reporting on the campaign's progress
* Keeping in contact with the client at all stages of the campaign
* Managing the account's budget and invoicing the client
* Making 'pitches' to win new business
* **RESERVATION CORDINATOR and GROUP INCHARGE**

**(Kempinski Mall of the Emirates)**

MOE Dubai, U.A.E.

June 07, 2010- till May 14, 2014

* Handling of all reservation by telephone,fax, and e-mail
* Updating reservation in PMS received via the interface
* Adhere to all reservation standards
* Apply company credit facility
* Sell rates according to availability and yield strategy
* Maintain and develop guest contact
* Handle all reservation documents and correspondence correctly and conscientiously
* Pro actively try to cross sell (F&B, Spa, etc) and up sell room
* Working knowledge of Microsoft , Excel, internet and e-mails
* Participate in team or department meetings
* Be able to clearly communicate information to guests or colleagues
* Always be courteous and polite towards guests and colleagues
* Responsible for the group contract, payment and requests of the company
* Handling group reservation which the special request, comments and suggestion.
* **BUSINESS CENTRE /SECRETARY cum RESERVATION COORDINATOR\*\*\*\***

**(Ramada International Group)**

Downtown Burj Dubai, U.A.E.

November 10, 2009- till June 05, 2010

Pre-Opening Team

* Responsible for the PABX Service Attendant,Business Centre Attendant and CID Clerk and maintains a high level of personnel service in the department.
* Communicating daily with management team, planning work schedule
* Dealing with customer complaints, comments and enquiries
* Ensuring all events runs smoothly
* Managing Budgets and financial plans
* Taking responsibility for the recruitment, training, organization and monitoring of staff.
* Supervising maintenance, supplies and equipment
* Achieving profit targets
* Attend management meetings and take an active part in department head meetings in order to solve or avoid problems and to give beneficial suggestions.
* Taking responsibility for the sales and marketing of the conference centre, including pricing, promotions, image/brand and profile
* Leading by example in maintaining service standard
* Researching markets to identify new business
* Negotiating with external service provides and suppliers as required
* Day to day troubleshooting and addressing problems as they arise
* Handling reservation for VIP, Travel Agent and Corporate Guest.
* Responsible for guest show around especially VIP.
* Follow-up for the Guest pending bills and requests.
* Reservation and follow-up of the guest booking
* **GUEST SERVICE MANAGER**
* **THE PALACEOLDTOWN, \*\*\*\*\* (Emaar Hospitality Group)**

The Old Town Island,Downtown Burj Dubai, U.A.E.

September 15, 2007- July 14, 2009

Pre-Opening Team

* Responsible for the PABXAttendant,Business Centre Attendant and CID Clerk and maintains a high level of personnel service in the department.
* Assist department heads in any respect required.
* Attend management meetings and take an active part in department head meetings in order to solve or avoid problems and to give beneficial suggestions.
* Cooperate with the Front Office Manager/Duty Manager on a daily basis even though they report to director of Rooms and General Manager.
* Maintains department’s budget in expected revenue and also expenditure.
* Ensure that all standards and Procedures established at the Palace are reached successfully and permanently.
* Ensure that the Guests staff keeps at any time a perfect grooming (uniform, tag, make-up for tidy hair. etc.)
* To deal with any complaints/queries expressed by guests, informing the guest relations and asking for assistance when necessary
* To promote and its facilities in house and prospective guests including show rounds.
* **BUSINESS CENTRE COORDINATOR**
* **AL BUSTAN ROTANA HOTEL, \*\*\*\*\***

*(One of the Leading Hotels of the World)*

Dubai, U.A.E.

July 2005 – September 10, 2007

* Effectively run the business center and supervise the staff.
* Regularly arranges training and communication meetings with staff.
* Attends Department Communication Meetings.
* Cooperates in the performance of any reasonable task requested by the company, manager, executives or guests.
* Ensures all charges of guests.
* Check incoming and outgoing emails for guests and other department.
* Monitoring the daily and monthly revenue of the business center and email to the income auditor.
* Handles expenses and Inventory management of Business Centre resources.
* Ensuring that all the Guest’s demand will be handled properly
* Monitors the supplies, equipment’s and requisitions of the Business Centre
* Handles expenses and Inventory management of Business Centre resources
* **TELEPHONE SUPERVISOR**

**Al Bustan Rotana Hotel, \*\*\*\*\***

(*One of the Leading Hotels of the World*)

Dubai, U.A.E.

March 2000- July 2005

* Receives guest calls and queries a in a professional and courteous manner ensuring guest expectations are always exceeded.
* Maintains effective communication with all related departments to ensure smooth service delivery.
* To ensure that a high level of customer service is consistently maintained to achieve total guest’s satisfaction.
* Deals with any complaint, taking action as appropriated and communicating this to immediate supervisor.
* Maintains up to date knowledge of the hotel and local services.
* Maintains an awareness of guest profile through the Fidelio system.
* Ensures the correct operation of switchboard to effect the fast and efficient transferring of internal and external calls.
* Occasionally handles CID report.
* Reliever of the Engineering Secretary for three (3) months
* Cross Training in the Banquet Department as a Coordinator for Two (2) months.
* **Chipmos Technology/Mosel Vitelic**

 **Testing Operator/Quality Control**

Industrial Park Taiwan

January 1997 – March 2000

*Chipmos and Mosel Vitelic iIncorporation is the leading Electronic Company in Taiwan specialized in Integrated Circuit (IC)*

* Responsible for the testing Device
* Final view check of the Integrated Circuit (IC)
* Sorting and Filing of the Materials that they needed for the production
* Checking the Materials of the device.
* Assisting the Production Supervisor.
* **Merchandiser/Sales Executive**

**Mega Furniture**

H.V. Dela Costa St Makati Avenue

October 2001-January 2002

*One of the leading Furniture in the Philippines specialize in office furniture, partition, filing cabinet and carpet in Taiwan*

* Provided excellent customer service.
* Assisted in promotions of new products/merchandise
* In-charge in managing and arranging the merchandises.
* Preparing the merchandise prior to opening.
* Assisted with training and coaching of new staff members.
* Responsible for the classic and elegant appearance of the store.

**College:** **Bachelor of Science and Business Administration**

**EDUCATIONAL BACKGROUND**

 **Major Office Management**

 Pamantasan ng Makati 1989-1993

**TRAININGS ATTENDED**

|  |  |
| --- | --- |
| Telephone Techniques | Let’s Go Green  |
| Emtech Computer Institute | Conducting Annual Appraisal |
| Fire Training | Gallup- Guest Engagement |
| Guest Care Training | C.H.A.N.C.E. – Reporting Guests’ Opportunities |
| On-the-job-training | Meeting Language for Professionals |
| Supervisory Training | Essential Reservation |
| Indispensable Secretary | Kempinski Orientation |
| Sales Essential | GHA Discovery Journey |
| Luxury Training | Supervisory Group Assessment |
| Train the Trainers |  |

**SPECIAL TASK PARTICIPATED**

 2005 – **OVERALL COORDINATOR** (During the time when Qatar Recruitment Company

 visited Dubai, UAE to conduct an interviews)

**RECOGNITION OBTAINED**

Chosen as Role Model Employee for the Month of April 2003 Member of the Staff Welfare Committee 2002

Seven Years of Service with Al Bustan Rotana Hotel

**PERSONAL DATA**

* Birth Date : 15th January 1970
* Gender : Female
* Status : Single
* Nationality : Filipino
* Interests : Cooking and Listening Music
* Skills : Microsoft Office 2000 (Word, Excel PowerPoint), Fidelio 7.14