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|  | | Olga |
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|  | | [Olga.270741@2freemail.com](mailto:Olga.270741@2freemail.com) |
|  | Objective  To use my significant experience providing efficient, highly-effective service .  To utilize my skills and work in a Company which provides challenge and growth enhancing professionalism and sensitivity to clients’ needs.  experience  **Customer Service Staff ( Shift in charge )** - Waves Coffee House - Calgary, Alberta , Canada  *Apr. 1, 2014 - February 29, 2016*  ● Multi tasking - performed as Cashier, provided Catering Services, Food counter staff, Barista, Ordered  stocks for the store , maintained upkeep of the whole area.  **Assistant Operations Manager** – Destinations of the World – Dubai, UAE  Jan. 3, 2005 – Jan 31, 2014   * Performed specialized business2business travel and accommodation duties for this internationally-recognized hospitality wholesaler * Ensured required resources to handle inbound/outbound reservations for all Europe and North American business customers travelling to UAE and other areas globally   Was seconded for three months each to Destinations of the World network offices in Turkey, United Kingdom,  Australia and Malaysia to assist in operations   * Identified and served client global hotel and tour needs * Maintained constant contact with travel agents/tour operators/hotels/suppliers * Created detailed individual proposals, providing calculated rates based on customer currency, and successfully closed sales with business clients * Monitored sales reports, gross budgets, profit results, forward bookings * Trained and delegated staff to ensure high-quality guest relations * Was promoted to Assistant Operations Manager from supervisory post   **Operations Supervisor** – Metropolitan Palace Hotel (5-Star) – Deira, Dubai, UAE  Sept. 1997 - Dec. 2005   * Supervised front office, ensuring Standard Operational Procedure was applied to smoothly check-in guests, handle group bookings, resolve disputes, and meet special requirements (e.g., meal plans, rooms) * Used Fidelio system * Communicated client needs to other departments to enhance service * Conducted shift briefings * Performed competitor surveys on pricing, occupancies, events, client types * Conducted staff training on product/procedures and productivity * Coached, counselled and disciplined staff * Did greeting, billing, record-keeping and reception services, when required   **Licensed Nurse (B.S.N.)** – Divine Mercy Clinic (and other facilities) – Philippines  June 1992 – Dec. 1995   * Prevented illness by providing vaccinations and educating clients on health maintenance * Cured illness and injuries through basic clinical testing and proper nursing care * Delivered medical outreach to rural poor   skills   * Extensive knowledge-base with superior customer service and public relations * Results-oriented work ethic with excellent analytical/problem-solving abilities * Fluent speaker/reader/writer in Tagalog and Filipino dialect * Proficient speaker/reader/writer of English (advanced certified training) * Strong leader, team player, negotiator   Education  Jan. 2005 – Jan. 2014 I   * Broad international travel-related training received on-the-job   Sept. 1997 - Dec. 2005   * Extensive applied accommodation-related training received in a 5-Star UAE hotel   Sept. 1987 – Mar. 1992   * Bachelor of Science in Nursing, Lyceum Northwestern, Philippines   Additional Training and Seminars  Train the Trainer; Effective Communication; Upselling Techniques; Telephone Competencies; Front Office S.O.P.;Customer Satisfaction and Quality Service; Fire Training and Safety Measures; Basic Life Support and Cardio-Pulmonary Resuscitation; Professional Accountability | | |
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