Jamelah

Document Controller / SecretarY

**Current Location :Abu Dhabi**

**Visa Status :Working Visa(End in September)**

**Mobile :+971 505891826**

**Email :****jamelah.376479@2freemail.com**

**Languages :English / Arabic / Tagalog / Cebuano**

**Objective, AREAS OF INTEREST**

To establish myself-fulfilling and stable career with a challenging position in the field of secretarial. I am a person who is looking forward to challenges to uplift my career. I put value and utmost responsibility to the various duties and obligations required expected from me by my superiors even with the slightest of supervision.

**Work Experience**

**English Plus Language & Training Centre, Abu Dhabi(July 2015 – present)**

***Admin / Secretary / Receptionist***

* Manage correspondence, databases, records management systems, and paper and electronic filing systems
* Maintaining materials such as forms, vouchers, manuscripts, reports, correspondence in proper formats with accuracy.
* Answering queries of the callers about general information related to the organization. Sending quotation to clients and do marketing job.
* Communicates in a positive and effective manner with staff, students, co-workers, parents and/or visitors
* Answers telephone communications, record messages or transfers calls
* Schedule appointments and update event calendars
* Arrange staff meetings
* Handle incoming and outgoing mail and faxes
* Prepare memos, invoices, or other reports.
* Maintain databases and filing systems, whether electronic or paper
* Perform basic bookkeeping and their duties as assigned.

**Hyatt Regency and Galleria, Dubai (May 2013 –June 2015)**

* ***Lobby Ambassador***
* Engage hotel guests to enhance the service experience through activation of all outlet services within the lobby area (e.g., Restaurant & Bar, Front Desk, Business Center, Lounge, etc.).
* Respond to guest requests for special arrangements or services (e.g., transportation, reservations, dry cleaning) by making arrangements or identifying appropriate providers.
* Respond to special requests from guests with unique needs and follow up to ensure satisfaction.
* Gather, summarize, and provide local area knowledge to inform guests about the property and the surrounding area amenities, including special events and local activities.
* Assist individuals with disabilities; thank guests with genuine appreciation. Speak to guests and co-workers using clear, appropriate and professional language.
* Support all co-workers and treat them with dignity and respect. Partner with and assist others to promote an environment of teamwork and achieve common goals.
* ***Banquet Server***
* Set up for events, carry trays, serve guest and clean up the events conclusion.
* Performed all tasks of setting up for weddings and private parties
* Maintained a sanitary atmosphere for guests by thoroughly preparing and maintaining work areas
* Manage and delegate tasks to banquet staff
* Promoted to a captain position within six months of employment

**Misamis Computer College, Calamba, Philippines (May 2011 – February 2012)**

***Staff Faculty / Secretary***

* Receiving and routing the phone to correct people.
* Answering queries of the callers about general information related to the organization.
* Sorting mails and sending them to appropriate departments.
* Note down the minutes and later types them down as digital document.
* Maintaining materials such as forms, vouchers, manuscripts, reports, correspondence in proper formats with accuracy.
* Understanding of the office procedures and practices.
* Skilled in preparing reports and letters for correspondence.
* Adept at operating various office machines such as Xerox and Copiers.
* Type speed of 55 WPM.

**Qualification**

* **Bachelor of Elementary Education (** Major in General Education )
* Liceo De Cagayan University : Cagayan de Oro City Philippines 2006
* **High School**
* Macalibre Alto Nat.High School:Mac. Alto, Lopez JaenaMisamis Occidental, Philippines (2002)
* **Elementary School**
* Rizal Elementary School : Rizal, Lopez Jaena, Misamis Occidental, Philippines (1998)

**PROFESSIONAL STRENGTHS& Skills**

* Strong ability to prepare, process, and submit reports to managers
* Efficient Team player & Team building skills
* Highly energetic and self-motivated resource
* Creative problem-solver and achiever with convincing skills
* Good communication skills
* MS office applications
* Computer literate (MS OFFICE, WORD and POWERPOINT)
* Ability to organize work load.
* Self-motivated; ableto set effectivepriorities and implement decisions to achieve immediate and long-term goals and meet operational deadlines

**Personal Information**

* **Language Fluent :** **English, Tagalog, Cebuano ( basic in Arabic )**
* **Nationality : Filipino**
* **Marital Status : Single**
* **Religion : Christian**

*I do certify that the above information is true and correct to the best of my knowledge and belief.*