*******AILEEN*

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OBJECTIVES

To be able to enhance myself finding a job that will allow me to hone my skills and experiences not only in the hospitality industry but also in the job opportunities that is given to me by any industry, and to discover my other abilities by doing my best in every tasks required by the field and to be able to provide good service to customers and guests.

 WORK HISTORY

Salesperson And Secretary, March 12, 2016 to Present

Ghawashi Fashion Design House, Dubai, UAE

As a Salesperson, I am tasked to:

* Communicating with customers
* Assisting customers in selecting the right product,
* Performing financial transactions
* Demonstrating knowledge of the product being sold.
* Taking the measurements of the customer.
* Closing deals with the customer.

As a Secretary, I am tasked to:

* Answering calls, taking messages and handling correspondence.
* Maintaining diaries and arranging appointments.
* Typing, preparing and collating reports.
* Filing
* Organising and servicing meetings (producing agendas and taking minutes)
* Receiving and sending e-mails.
* Managing databases.

Customer Care Representative, March 9, 2011 to April 30, 2015

**Digiphoto Entertainment Imaging, Dubai, UAE**

.Site Designation:

* Sega Republic (Duration: August 2012 – April 30, 2015)
* Dubai Aquarium and Underwater Zoo/Creepy Crawly (Duration: 1 ½ years)

As a Customer Care Representative, I am tasked to:

* Manages the Client Services Coordinators (creates staff schedules, manages workflow, handles staffing and employee issues, enforces departmental policy and procedures, is a best practices example for Client Services Duties.
* Lead and motivate staff in handling change, building trust, and partnership. Encourage and build a team environment.
* Assist with Client Services as needed and resolve customers complain.
* Responsibilities as a Cashier:
	+ Required to have the capability to handle money promptly and precisely, that includes receiving money from customers and returning the appropriate change.
	+ Have to keep a record of how much money was counted before they started their shift, how much money is earned when their shift ended.
	+ Responsible for bagging the items bought by the customers.
	+ Taking care of other miscellaneous factors of a sales establishment, such as stocking or cleaning products, and to close out a shop at night and balance all receipts against sales.
	+ Sometimes tasked to deposit/remit the money collected in the bank after closing the stores.
	+ Issue receipts, refunds, credits, or change due to customers.
* Responsibilities as a Photo-Editor:
	+ Perform a variety of photo-editorial duties, such as laying out the design and revising the content of the materials in preparation for final printing of the photo.
	+ Manipulate and enhance digital images to create desired effects, using computers and specialized software.

CCTV Operator, 2006 August – 2011 January

**Taal Vista Hotel**, Tagaytay City, Philippines

* Responsibilities:
* Operate and monitor all security systems within the control centre in an efficient manner including the Fire Alarm Panel System of the hotel.
* Prepare necessary back- ups for review when incident arises.
* Provide a courteous radio and telephone answering service and deal efficiently with all enquiries.

Call Center Agent, 2002 December – 2004 March

**Street Edge Marketing Consultancy**, Pasig City, Philippines

* Responsibilities:
* Support and provide superior service to customers via phone.
* Apply the proper telephone etiquette to satisfy various customer situations.
* Meet commitments to customers.
* Effectively deal with job stress, angry callers, and upset customers.

EDUCATIONAL BACKGROUND

Degree : Bachelor of Arts in Psychology

Collegiate : Philippine Normal University, Taft Avenue, Manila, Philippines, 1993

Skills:

MS Office

Word

Excel

Powerpoint

PERSONAL BACKGROUND

Nationality : Filipino

Sex : Female

Civil Status : Single

Visa Status. : Visit Visa

I verify that the information stated above is true and correct to the best of my knowledge.

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 Aileen

 Applicant