

Nikki Ordoñez - Cardenio

Dubai

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0567394403

A dedicated, organized and self-motivated person with excellent oral & writing skills; able to grow positive relationship with clients, superiors & colleagues at all organizational level.

- A person who works well as part of a team to ensure work efficiency & success or as an individual through initiative; can work in a pressurized environment and effectively prioritize job responsibilities.

Work Experience

HR & Accounts Admin Assistant

GRAKO LLC - Dubai

August 2017 to February 2020

Organizing and maintaining personnel records

- Preparing HR Documents
- Update internal databases (e.g. record sick or maternity leave)
- Answer employees queries about HR-related issues
- Assist payroll department by providing relevant employee information (e.g. leaves of absence, sick days and work schedules)
- Applying and Renewal of Medical Insurance
- Preparing tax payments and return reports
- Experienced in Tally Erp

Administrative Receptionist

Embrace Financial Freedom Recovery Services - Dubai

October 2015 to July 2017

- Answer and direct phone calls
- Organize and schedule meetings and appointments
- Maintain contact lists
- Produce and distribute correspondence memos, letters, faxes and forms
- Assist in the preparation of regularly scheduled reports
- Develop and maintain a filing system
- Order office supplies
- Submit and reconcile expense reports
- Provide general support to visitors
- Handling Petty Cash
- Experienced in Quickbooks

Front Office Receptionist

Grand Qatar Palace Hotel - Doha, QA

September 2013 to 2015

- To undertake front of house duties, including meeting, greeting and attending to the needs of guests, to ensure a superb customer service experience.

- To build a good rapport with all guests and resolve any complaints/issues quickly to maintain high quality customer service.
- To deal with guest requests to ensure a comfortable and pleasant stay.
- To assist in dealing with customer complaints in an effective and courteous manner, providing or seeking solutions as quickly as possible.
- To be responsible for accurate and efficient accounts and guest billing processes.
- To assist in keeping the hotel reception area clean and tidy at all times.
- To undertake general office duties, including correspondence, emails, filing and switchboard, to ensure the smooth running of the reception area.
- To administer all routes of reservations to ensure that room bookings are made and recorded accurately.
- To ensure that all reservations and cancellations are processed efficiently.
- To keep up to date with room prices and special offers to provide accurate information to guests.
- To report any maintenance, breakage or cleanliness problems to the relevant manager.
- To administer the general petty cash system and float in an accurate manner.

Secretary

Marlet Tracking Company - Manila

March 2009 to August 2009

- Answering phone calls.
- Greeting and assisting visitors in a polite manner
- Perform regular jobs of dictation, typing, email, fax and self-correspondence.
- Transmitting information and documents using computer, mail, scan, and fax machine.
- Prepare correspondence and reply to incoming and outgoing mail.
- Preparing different letters and quotations.

Education

Divine Mercy College Foundation Inc. Caloocan

2008 to 2010

Bachelor of Science in Business Administration

Florentino Torres High School - Manila

2004 to 2008

Langkiwa Elementary School

2004

Skills

Knowledge of using MS Office, Internet and E-Mail applications., Knowledge of using Quick Books Accounting Software, Proficient in the use of Hotel Opera System, Proficient in the use of Tally ERP 9 system