



# JERALDINE RAMAY

## ADMINISTRATIVE ASSISTANT

Highly Skilled Office Administrator with an impressive background specializing in administrative work and office support. Known for utilizing strong communication skills to communicate well with other staff members and employees. Dedicated to creating office environments conducive to optimal workflow and success. Bringing forth the ability to support and stimulate office stability and growth.

## Contact

### Phone

+974 33831337

### Email

jeraldineramay@gmail.com

### Address

Doha, Qatar

## Education

2011

**Bachelor Of Science in Hotel & Restaurant Management**

Misamis University

## Expertise

Service Sequence

Cash Handling

Guest Service

Effective Communication

## Language

English

Tagalog

## Hobbies

Reading

Creative Writing

Yoga

## Experience

2016 - 2024

Chocolate Coffee Lounge | Doha Qatar

### Branch In-Charge/ Administrative Assistant

- Provide Excellent Service
- Ensuring store compliance with health and safety regulations
- Listen to any complaints that patrons have and address them appropriately
- Demonstrate how to deliver excellent service experience by ensuring consistent, friendly, personal service and thoughtful recommendations,
- Managed Calendar Appointments, ensuring that all tasks were completed on time
- Answered incoming calls maintained client relationships, and resolved customer service issues
- Composed correspondence, prepared reports, and Managed a variety of administrative task
- Developed and implemented a system for tracking employee attendance and absences, resulting in improved accountability
- Evaluated employee performance and provided regular feedback to ensure goals and objectives were met
- Ensured Compliance with Company policies and procedures, resulting in a successful audit with no outstanding issues.
- Developed financial budgets and tracked expenses to ensure that the department stayed within budget.
- Collaborated with cross-functional teams to identify and resolve conflicts resulting in improved dynamics

2014 - 2016

De Luxe Hotel | Cagayan De Oro City, Philippines

### Front Desk Staff

- Collaborated with front-of-house staff to ensure customer satisfaction and a high-quality dining experience
- Managed the front desk operations, ensuring that all inquiries were addressed in a timely and efficient manner
- Monitored and maintained the lobby area and front desk to ensure a clean, safe, and pleasant environment for guests and staff
- Maintained a neat and organized front desk area to ensure a professional appearance
- Managed the front desk area and ensured a professional and welcoming environment for customers
- Created and maintained front-desk procedures and other documents

## **2012 - 2013**

Fashion First Ventures I Cagayan de Oro City, Philippines

### **Cashier**

- Greeted customers in a friendly and professional manner
- Processed transactions accurately and efficiently, ensuring that all transactions were completed within the established timeframe
- Followed company policies and procedures to maintain security and integrity of customer data
- Operated cash register, credit card machine, and other electronic equipment accurately and efficiently
- Assisted customers with locating items and providing product information

## **2011 - 2012**

Victoria Suites I Cagayan de Oro City, Philippines

### **Front Desk/ Asst. Liaison Officer**

- Managed the front desk operations, ensuring that all inquiries were addressed in a timely and efficient manner
- Managed the daily operations of the front desk, ensuring efficient service delivery and compliance with organizational standards
- Managed the front desk area and ensured a professional and welcoming environment for customers
- Generated reports to track customer satisfaction, sales, and other business metrics
- Reconciled accounts and ensured accuracy of financial records
- Processed employee expense reports and payroll in a timely manner

## **Reference**

**(Available upon Request)**