**Lyneth Bondoc Tayao**

****

**CONTACT DETAILS**

Email:

**Lynethmaligson21@gmail.com**

Mobile:

+971 545088929

**LANGUAGES SPEAK**

* English (Fluent)
* Tagalog (Native)

**PERSONAL**

* Nationality: Filipino
* Age : 24

**LANGUAGES**

English (Fluent)

French (Fluent)

Arabic (Mother Tongue)

**RESUME**

A highly resourceful, energetic and competent **Receptionist/Sales Representative** with over 4 **years** experience providing the highest standard of patient-centred administrative support. Possessing a proven ability to deal with all aspects of front office duties and able to handle competing demands professionally and efficiently. Possessing a good team spirit, deadline orientated and having the ability to succeed in a demanding sales/ administrative environment. And 1 year experience. And enthusiastic front Desk Receptionist with 1 year of work tenure at a corporate Hotel .Skills and facilitating of check-ins, and holds a NCII (National certificate of FRONT DESK.

cert

**SKILLS & COMPETENCIES**

* Excellent telephone manner.
* Can offer a warm & friendly greeting to visitors.
* Smart, presentable appearance.
* Ensuring an efficient running and operation of the Reception Desk.
* Good organisation and prioritisation skills.
* Self motivated, proactive & hardworking.
* Ability to listen and anticipate.
* Fully aware of all Health & safety legislation relating to office work.
* Good IT skills Word, Excel, Email and Internet.
* Demonstrated talent to resolve customer complaints, handle high volume phone calls and answer customer queries.
* Exceptional verbal and written communication skills.

[info@elitemedical.com.qa](mailto:info@elitemedical.com.qa)

**PROFESSIONAL EXPERIENCE**

|  |  |
| --- | --- |
| **Feb2019 - Dec 2,2020** | **Sales Representative cum Customer Service/CASHIER**  **Brand Bazzaar Apparel L.L.C - Dubai , UAE**   * Manage large amounts of incoming calls * Generate sales leads * Identify and assess customers’ needs to achieve satisfaction * Build sustainable relationships and trust with customer accounts through open and interactive communication * Provide accurate, valid and complete information by using the right methods/tools * Meet personal/customer service team sales targets and call handling quotas * Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution * Keep records of customer interactions, process customer accounts and file documents |
| **May 2016 - May 2017** | **Front Desk Clerk cum Receptionist**  **SOGO Hotel – Cabanatuan City , Philippines**   * Greeted, registered, and assigned rooms to guests. * Dealt with bookings by phone, e-mail, letter, fax or face-to-face. * Completed procedures when guests arrive and leave. * Taking and passing on messages to guests, dealing with special requests from guests (like booking theatre tickets or storing valuable items). * Answered telephonic and in-person queries related to hotel services and resolved any issues * Processed guests’ check ins and outs. * Prepared and completed room and restaurant bills. * Handled payments through cash, cheque and credit cards. * Explain appropriate use of keys and ensure that guests are satisfied with the rooms allotted to them. |
| **June 2014 - Mar 2016** | **Sales Representative cum Sales Promoter**  **Bench – Ne Pacific Mall , Cabanatuan City - Philippines**   * Presented, promoted and sold products/ services using solid arguments to existing and prospective customers. * Performed cost-benefit and needs analysis of existing/ potential customers to meet their needs. * Established, developed and maintained positive business and customer relationships. * Reached potential customers through cold calling. * Expedited the resolution of customer problems and complaints to maximize satisfaction. * Achieved agreed upon sales targets and outcomes within schedule. * Coordinated sales effort with team members and other departments. * Resolved customer complaints in a sensitive and in polite manner. * Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution * Keep records of customer interactions, process customer accounts and file documents * Follow communication procedures, guidelines and policies * Take the extra mile to engage customers |

**EDUCATION**

|  |  |
| --- | --- |
| **2014- 2016**  **2015**  **2010- 2014** | Associate in Hotel and Restaurant Management  College of Research and Technology (CRT)  **Cabanatuan City, Philippines**    **Tesda Certificate**  **Cabanatuan City, Philippines**  **NC II Housekeeping**  **NC II F&B**  **NC II Bartending**  **NC II Front Desk**  Putlod San Jose National Highschool  **Nueva Ecija , Philippines** |