**Lyneth Bondoc Tayao**

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**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.

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**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

**PROFESSIONAL EXPERIENCE**

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| **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
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| **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.
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| **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
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**EDUCATION**

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| **2014- 2016** **2015****2010- 2014** | Associate in Hotel and Restaurant ManagementCollege 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** |