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| Eleujaelyn D. Manguito | |
| **Address :**  Al Attar Bldg., Sheikh Zayed Road  Dubai, UAE  **Mobile No(s):**  00971 58 898 7724  **E-mail :** sleuedjy@yahoo.com  **Personal Details:**  Nationality: Philippines  Date of Birth : October 18,1977  Visa Status : Residence  Visa Validity : May, 2021  Language: Tagalog / English | **POSITION DESIRED : Admin support / Secretary**  **CAREER OBJECTIVE**  To bring to the organization enthusiasm, dedication, responsibility and good work ethics, combined with a desire to utilize my skills obtained through experience.  **EDUCATION**  Bachelor of Arts Major in Political Science  Central Philippine University  Iloilo City, Philippines  Year 1997- 2000  Associate Hotel and Restaurant Management  Colegio Del Sagrado Corazon de Jesus  Iloilo City, Philippines  Year 1995-1997  **WORK EXPERIENCES**  **13 June 2011 – Present**  R.A.M Metal Industries LLC  Administrative Receptionist  Dubai, U.A.E  **FUNCTIONS :**   * Act as the point of contact for individuals contacting or entering premises in such a way that positively affects the customer’s calls or visit experience. * Organize and prioritize work, work independently, and multi task. * Receive all visitors and phone calls. * Provide general clerical back up in line with the company’s strategic plan, mission, vision, values goals and objectives. * Answer a multi-line switchboard quickly (ideally within 3 ring cycles). * Screens assess and refer individual inquiries to concerned department. * Take down and deliver messages accurately in a timely fashion. * Accept and sign for packages and distribute mail. * Distribute incoming faxes and mail. * In charge of outgoing faxes and international calls. * Arranged Couriers, Flights and Hotel Bookings. * Maintain a pleasant appearance of the reception area and lobby. * Work as a team player in a changing and growing environment. * Set up and maintain office files and keep correspondence and reports available for reference and efficient operation of the office. * Perform general clerical duties to include but not limited to: photocopying, faxing, mailing, and filing. * Maintain hardcopy and electronic filing systems. * Set up and coordinate meetings and appointments. * Create, transcribe, and distribute incoming mail. * Maintain log for Office supplies and stationery items. * Perform other related duties as required.   **01 January,2010 – 31 October,2010**  Metropolitan Hotel-Dubai  Front Office Shift leader  Dubai, U.A.E  **01 November,2005 - 31 December,2009**  Metropolitan Hotel – Dubai  Front Office Cashier  Dubai, U.A.E  **02 August, 2003 - 31 October,2005**  Metropolitan Hotel -Dubai  Outlet Cashier  Dubai, U.A.E  **FUNCTIONS :**   * Oversee the shift operation of the front office ( concierge, guest relations and Cashier ) * Handles the correct billing of guest expenses. * Daily check of all departures, informing guests about late checkout costs and procedures. * Performs the audit balances and prepares all work for audits in an orderly fashion. * Cash handling & receiving Cheques. * Exchanging Foreign currency to a local currency (DIRHAMS ) * Attends to guests complaints, inquiries and requests, refers problems to Guest Service * Coordinates with housekeeping supervisors and Guest Relations * To make sure all arrival and VIP rooms are well prepared and inspected thoroughly. * Making sure that the shift is fully covered. (Enough staff, enough cash, master keys complete. Reports and handover shift to the Assistant Front Office Manager. * Ensure that all Standard Operating procedures are strictly followed. * Deals with guest complaints efficiently ensuring customer satisfaction wherever possible. * Responsible for training new front desk staff.   **Trainings Attended and Certificates:**   * Loyalty Program Training * Telephone Skills * Effective Communication and Guest Relation * Customer Care Training * Employee of the Month February 2010   **COMPUTER KNOWLEDGE**   * Microsoft Outlook 2016/MS Word 2016/Excel 2016 * Internet Browsing * Knowledge of Microsoft power point 2010 * Knowledge of Fidelio System (6.20 version) * Knowledge of Opera System (6.20 version) * Knowledge of Micros system   \*\*\*REFERENCES AVAILABLE UPON REQUEST | |