

# Angelica G. Omana

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## Career Objectives:

- Acquire knowledge and skills to complement those that I have learned from the school in an actual job environment. In return, I offer my service and determination to be an asset to your company.

## Personal Information

**Date of Birth:** September 7, 1996

**Gender:** Female

**Age:** 25

**Civil Status:** Single

**Nationality:** Filipino

**Religion:** Christian

**Visa Status:** Visit Visa Until 10/01/2022

## Educational Attainment:

### **Centro Escolar University**

Bachelor of Science in Business Administration

major in Marketing Management

Mendiola, Manila, Philippines

June 2013 – April 2017

## Work Experiences:

### **Beauty Connection Spa** **May 2017 – August 2021** Dubai, UAE

#### **Reception Officer/ Telephone Operator**

- Receiving incoming calls from the customer inquiries, putting appointment, following up and booking an appointments.
- Receiving calls inside the spa for informations of bookings.
- Updating existing customers files in the zenoti system.
- Greeting and assisting the client in main reception.
- Providing customers an information about offers and promotions.
- Handling payments for the products that the client purchased.
- Taking Payments via cash or card for the services.

#### **Junior Spa Manager**

- Daily managing of staff good hygiene and giving them briefing about their specific work and concerns.
- Informing guests of spa services, promotions and offers on the phone and in person
- Managing daily operations including performances of the staffs.
- Keeping all areas/department clean as it is and checking maintenance work.
- Solving complaints and problems of the clients received by social media, whatsapp, phone calls and emails.
- Supervising from management to staff duties and responsibilities.

#### **Social Media Marketing/Events**

- Updating at least 5 to 10 posts for social media (facebook, instagram and snapchat) of beauty connection spa, b-connected (salon supplier) and koko polish ( salon own brand ) every day.
- Answering questions in direct message and comments.
- Check and respond to all e-mails all the time.
- Making promotions and offers weekly for the customers.
- Organizing of social events to promote the brand.
- Assisting of planning such as decorations, promotional materials, equipments and services to offers in a certain events.

**Banco De Oro Inc.****April 2016 – June 2016**

Ortigas Avenue, Manila, Philippines

**Tele sales Consultant**

- Outbound Calls.
- Selling credit cards via phone calls.
- Receiving irate customers and highlighting the issue.
- Reaching out existing customers and potential customers to present the products.
- Keep an updated customer database.

**Centro Escolar University****2016 - 2017**

Mendiola, Manila, Philippines

(On – The – Job Training)

**Recruitment Team**

- Going to school tours to recruits some students for university K to 12 education.
- Arranging Visits and Tours for perspective students going to our university.
- Creates, packages, monitors and distributes resource materials for student recruitment and retention programs.
- Attending college career fairs, interacting with students and promoting the university.

**Seminars/Conferences Attended:**

November 2015

**Stratmark “Going Global”**SMX Convention Center Pasay City  
Philippines

August 2016

**CEMARSVOLUTION (Evolve. Revolve. Repeat)**Librada Avelino Auditorium  
Mendiola, Manila

September 2016

**UPLIFT: Ethics Revitalized, Reach Amplified**Librada Avelino Auditorium  
Mendiola, Manila

February 2016

**8th Filipina Entrepreneurship Summit**World Trade Center  
Pasay, City

## Skills:

- Computer Literate.
- Can easily work with others.
- Good Communication Skills (English)
- Customer Service.
- Willingness and determine to learn and adapt in new skills and ideas.
- Well orientated in Microsoft Office (Word, Excel, Power point, Outlook and etc.,)