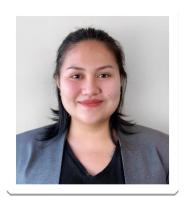
Angelica G. Omana

Residential Address: 203 Amazing Homes, Hor Al Anz, Deira, Dubai,

UAE

Contact Numbers: (055) 5913340

E-mail Address: angelicaomana51@yahoo.com



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.,)