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| **C:\Users\446\Desktop\Maureen Photo.PNG** |

**MAUREEN SENNET**

**Receptionist, Customer Service (10 years)**

Ras Al Khor, Dubai UAE

+971 52 1412013

simaloimaureen@yahoo.com

Skype id: simaloi Maureen

**PERSONAL STATEMENT**

A reliable, trustworthy individual with 10 years’ experience in Front Office Management/ Receptionist, predominately in customer service. I am accustomed to multitasking while prioritizing devoted customer satisfaction and contribute to company’s success. Developed superb organizational, problem solving and an expert in handling multi-national clients. I am currently looking for a suitable Customer Service opportunity with a company that will allow me to develop my knowledge and enhance my capabilities.

**SKILLS AND EXPERTISE**

* Functional knowledge of reception duties and client communication with excellent interpersonal and communication skills
* Knowledge in Spa Soft system, scheduling and Opera Basic knowledge
* Able to handle Book keeping, stocking/replenishing and data entry
* knowledge in Microsoft Office and cash flow management
* Able to grasp new concepts, products and services efficiently
* Excellent customer service and communication skills

**TRAININGS AND CERTIFICATIONS**

Information Security & Protection (ISPT)

International Computer Driving License (IDCL)

**WORK EXPERIENCES**

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| **JW Marriott Marquis Dubai** |  |

**Receptionist**

2018- Present

* Greet customers with enthusiasm and professionalism while always providing the highest level of exceptional customer service.
* Answers and directs phone calls, schedule and confirm appointments with client
* Handles large amount of incoming calls with confidence and accuracy
* Opens the SpaSoft system at the beginning of the shift and ensures The Spa is ready for business. Compiling reports at the end of the shift
* Process all monetary transactions accurately, both cash and credit cards using PO

**Nikki Beach Resort and Spa Dubai**

**Receptionist (Recreation)**

2016-2017

* Assist client inquiries regarding fitness center membership
* Prepare documentation reports, manage recreational and restocking supplies
* Educated clients on current promotions to enhance sales
* Handling multinational clients scheduled and confirmed appointments.
* Up sell memberships and process relevant membership to ensure business growth

**Ilmoran General Traders**

**General Retail Cashier**

2013-2016

* Handles stock inventory and cash flow management
* Prepare payrolls and banking
* Handling several tasks simultaneously and efficiently
* Developed team communication strategies and information
* Facilitate transportation of purchased products to customer locations

**World Vision International**

**Office Administrator**

2011-2013

* Provide support to upper management to complete projects in community and mobilization
* Assisted in monthly budget preparations
* Attend and prepare meetings
* Photocopied documents and handles proper filling and documentation
* Ensure General cleanliness and maintenance of offices

**Barclays Bank**

**Sales Executive**

2010-2011

* Establish and maintains clients’ accounts and loans
* Handles indoor and outdoor bank products
* Target new markets to increase sales
* Ensure increase sales and revenue by leveraging effective negotiating skills
* Able to meet and exceed sales targets

**EDUCATIONAL BACKGROUND**

**Multi Media University**

Bachelor’s Degree in Accounting and Management of Information Systems

2006-2009

**Olooseos High School**

2002-2005

**Ngatataek Primary School**

1990-2001

**PERSONAL PROFILE**

 Date of Birth : December 14, 1985

 Age : 34

 Sex : Female

 Visa Status : Working Visa (Free zone)

 Languages : English

 LinkedIn : www.linkedin.com/in/maureen-simaloi