

## **Annie Cristy D. Pandalan**

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Al Bafta Grand Deira Flat 109 Al Muraqqabat Road.Dubai UAE



### **Personal Details:**

**Date of Birth:** 14 /09/ 1995

**Nationality:** Filipino

**Language:** English / Tagalog

**Gender:** Female

### **Skills:**

- Knowledgeable in Microsoft Office (Word & Excel)
- Good interpersonal skills
- Fast learner and attentive
- Ability to work Under pressure
- Self Motivation
- Decision Making
- Proactive
- Proficient in oral and written communication

## **CAREER OBJECTIVE**

To effectively and appropriately apply the experience and knowledge that I gained and skills that I have in the workplace; continually learn and develop my abilities and competencies; to be part of a dynamic and progressive organization that offers opportunities for development and advancement; to be positioned in a post that will help me progress further and enable me to maximize my potentials.

## **WORK EXPERIENCES**

### **FRONT OFFICE ASST**

#### **ASFAR HOTEL APARTMENT**

Dubai, UAE

April 01 2020 – To September 30 2020

- Welcoming all the visitors and hotel guests with utmost courtesy and hospitality;
- Ensure that proper telephone courtesy is observed when answering/using the telephone;
- Audited all Guest records,Verfying Credit card approval;
- Handle the switchboard and sees to it that call are being transferred to the right person;
- Taking down the messages and relayed accurately to the person concerned;
- Files all the papers systematically for easy identification and retrieval;
- Responsible for the check-in and check-out procedures for the guests using the program of Fiesta HMS;
- Discussing and giving room tariff or room rates to the guests;
- Posting the bills such as telephone charges, miscellaneous, fax bills, rebates, etc.;
- Collecting the payments upon check-in, during their stay, and at the time of check-out of the guests;
- Handling multiple functions at the same time and maintain good organizational skills;
- Follow-up all payments due from clients
- Prepare Check Voucher, Check & process bills for payment;
- Does all other duties that may be assigned from time to time.

### **Alorica : Lipa, Batangas, Philippines**

**Position : Customer Service Representative**

**From: January 14,2019 until January 14,2020**

### **Job Description:**

COMCAST - Billing Department (CSR)

MACYS - Credit Card (CSR)

- Managing Large volumes of inbound calls in a timely manner.
- Filling and maintaining documents required
- Ensuring customers are served in a friendly and efficient manner

Visa Status-Visit Visa

- Working cooperatively in a team environment
- Abiding by company policies and procedures in relation to standard company policies. Ensure a safe working environment
- Communicate effectively with customers and staff
- Detailing Product information and analyzing data received.
- Resolving customer complaints in a calm manner and offering best solution
- Responsible for reports, collection of data and document

**8th Street Bar and restaurant -Batangas City,Philippines**

**Position : Service Crew**

**From: August 8,2015 until August 8 2017**

**Job Description :**

- Customer Service to all incoming inquiries from clients
- Welcome customers as they come into the restaurant
- Help customers to settle down and also take their orders  
Process customers orders and generate their bills
- Provide answers to queries presented by clients regarding services and offers made available by the restaurant . Clean all tables after clients have left and get such tables prepared for the next set of clients . Serve all packwarm foods to clients in an effective manner and in strict accordance to the orders of such client . Assist kitchen staff and outdoor delivery staff whenever such assistance is required
- Maintain charts of all available deals and products periodically and refresh such charts on a daily basis.

**Reference:**

Mohammed suneer  
General Manager  
Asfar Hotel Apartments

**Chuangxin Tech Services Inc-Robinsons Summit Makati,Philippines**

**Position : Receptionist**

**From november 08,2017 until August 26,2018**

**Job Description :**

- Performs a variety of secretarial duties in support of the administrative activities, operations and staff
- Performs typing,mailing,faxing,fed-exing,scanning or photocopying various correspondence or material as assigned. . Screen and routes telephone calls and responds to all inquiries by referring calls to appropriate Personnel . . Assembles and distributes a variety of documents,manuals and materials
- Establishes and maintains a wide variety of records and files related to company
- Operations and activities
- .Performs other duties
- . Ensure a safe working environment

- Taking down the messages and relayed accurately to the person concerned;
- Files all the papers systematically for easy identification and retrieval;
- Making the offer letters for the agencies or corporate companies for their special rates or for endorsing the facilities that the hotel has;
- Responsible for the check-in and check-out procedures for the guests using the program of Fiesta HMS;
- Discussing and giving room tariff or room rates to the guests;
- Posting the bills such as telephone charges, miscellaneous, fax bills, rebates, etc.;
- Collecting the payments upon check-in, during their stay, and at the time of check-out of the guests;
- Handling multiple functions at the same time and maintain good organizational skills;
- Follow-up all payments due from clients
- Keeps Daily Sales Report and Bank position record updated and ready for reporting on daily basis;
- Maintains and preserves confidentiality at all times. Ensure that confidentiality is maintained in handling various types of company transactions, access to records and documents, cash, as well as other restricted and confidential matters pertinent to the company's operations and business;
- Prepare Check Voucher, Check & process bills for payment;
- Prepare / Update Invoices that is due for each travel agencies;
- Does all other duties that may be assigned from time to time.

#### **EDUCATIONS & TRAININGS**

##### **Blessed Exodus Cristian Academy Rizal High School**

Graduated with Diploma 2014 Primary Education Graduate with diploma 2014

**COMPUTER MS WORD, EXCEL, POWERPOINT**