

CHARMAINE C. SAN PEDRO

Dubai – UAE | +971562682480 | charm.dxb@gmail.com

<https://ae.linkedin.com/in/charmaine-san-pedro-9305b4129>



A professional, organized and confident individual who has a positive, good-natured attitude, with enthusiasm and versatility to be able to fulfill multiple tasks and tight deadlines under minimum supervision. I am passionate about achieving excellent results by being creative, resourceful and innovative. With an open mind to diversities in culture, I have the proactive approach to learn quickly and to adapt to any environment.

As a team player, I am reliable and goal-oriented to meet targets and productivity efficiently. I am articulate and sociable with excellent communication and customer service skills. I have the proficiency in using computer tools, software and applications.

I am looking for a suitable position with a company that offers unique & professional development opportunities with substantial compensation for Finance, Administrative and Customer Service Field

Work Experience

Cluster Finance Executive – Hilton Hotels – Al Seef

Marsa Al Seef – Bur Dubai, Dubai

March 2019 – July 2020

- Contacted delinquent account holders to collect outstanding/overdue payments in full or negotiated installment payments.
- Kept accurate records of customer payments and account balances
- Promoted and retained effective relationships with clients regarding Credit and Collections.
- Handled daily invoice operations including direct bill accounts, groups, banquets billing and generating monthly reports including Aging
- Supervised the approval or denial for lines of credit and application.
- Used Opera/ OnQ to record financial data and prepare financial reports.
- Checked the accuracy of all rate codes, taxes and municipality fees
- Hilton Certified Skills Trainer
- Hilton Community WebMaster

**Senior Accounts Receivable Associate – Four Points by Sheraton Hotel
(Marriott International Property) - Bur Dubai, Dubai
October 2014 – March 2019**

- Responsible for the proper book keeping of Accounts receivable Ledger that involves Credit transactions & Collections.
- Directly reporting to the Director of Finance regarding any significant concerns related to the daily collections.
- Sending proforma invoices, invoices, SOA
- Recording collections, write-off, discounts, refunds/ rebates as authorized by DOF
- Verifying and reconciling Credit Card/ Cash/ City Ledger transactions
- Preparing monthly credit meeting review.
- Administrative tasks which are not limited to the Account Receivables role
- Cross-trained to Hotel Reservations department

Events Manager and Wedding Coordinator

Events : Simplified - Philippines

May 2011 – March 2013

- Presentation and negotiation of proposed packages and rates
- Coordinating with suppliers, workforce and clients, including supervision before, during and after the event (Ingress and Egress)
- Developing a budget plan for package, costs and expenses.
- Venue and Time management
- Advertising on website, social media and event fairs

Customer Care Professional- VXi Global Solutions

Blue Chip Campaign for AMERICAN EXPRESS Credit/Charge Cards

June 2008 – June 2010

- Produced communication strategies to meet client's KPIs.
- Activation of New/ Replacement cards and add-on features
- Resolving customer issues, complaints, disputes, suggestions and recommendations.
- Advising promotions and rates and retaining customers who wants to cancel
- Mentoring for Product Knowledge
- Keeping Track of all Team deadlines and targets

Education

BACHELOR OF SCIENCE IN COMMERCE | MARCH 23, 2000 | UNIVERSITY OF SANTO TOMAS

- Major in Business Administration
- Degree Holder