



audrey_zausa@yahoo.com

(049)559346844

Al khail Gate , Dubai Arab
Emirates



AUDREY ZAUSA

CAREER OBJECTIVES

To obtain a creative and challenging position in an organization that gives me an opportunity for self-improvement and leadership, while contributing to the symbolic growth of the organization with my technical, innovative and logical skills.

Work Experience

2018 - Present **Doubletree by Hilton JBR**

***Careline Supervisor**

DUBAI, UAE

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- Handling calls such as guest request, queries, and complaints, lost and found in rightful manner.
- Handling emergency calls.
- Transferring calls to designated team member, department or the guest through PBX system ensuring all wake-up calls are done on time.
- Taking all the orders from in house guest and VIP guest to the room service
- Creating booking for walk-in guest or offering such as room upgrade and breakfast as part of daily upselling.
- Checking synergy for the request of the guest from housekeeping and engineering

2017 - 2018 **Faith Recruitment Manpower Solution**

***Office Coordinator**

MANILA, PHILIPPINES

- Welcoming visitors and directing them to the relevant office/personnel.
- Carrying out clerical duties such as answering phone calls, responding to emails, and preparing documents, including...
- Coordinating and managing appointments, meetings, and the conference room schedule in order to prevent duplicate...
- Performing bookkeeping tasks such as invoicing, and monitoring accounts receivable

COMPETENCIES / SKILLS

| | | | | | |
|---------------|---|---|---|---|---|
| Micros Oracle | ● | ● | ● | ● | ○ |
| Synergy | ● | ● | ● | ● | ○ |
| OnQ System | ● | ● | ● | ○ | ○ |
| Word | ● | ● | ● | ● | ○ |
| Excel | ● | ● | ● | ○ | ○ |
| Powerpoint | ● | ● | ● | ○ | ○ |
| WinPos System | ● | ● | ● | ○ | ○ |
| Photoshop | ● | ● | ● | ○ | ○ |

LANGUAGE

| | | | | | |
|---------|---|---|---|---|---|
| English | ● | ● | ● | ● | ○ |
| Tagalog | ● | ● | ● | ● | ● |

EDUCATION

- **System Technology Institute (STI College)**
Bachelor of Science in Business
Management Major in Operational
Management
- **Los Baños National High School**
Diploma in Secondary Education
- **Lalakay Elementary School**
Diploma in Primary Education

ACHIEVEMENT

- **Cookie Star of the month September**
Doubletree by Hilton JBR
- **Silver Medal for Entrepreneur Students**
School and Youth Competition
- **Outstanding Youth Volunteer**
Volunteer for "Kawang gawa para sa mahirap"

2016-2017 Waltermart Supermarket

***Team Leader**

MANILA, PHILIPPINES

- Ensure products are clean and ready to be displayed and attend trade shows in order to identify new service and products.
- Maintain inventory and ensure items are in stock, make sure pricing is correct
- Ensure promotions are accurate and in tune with company's standard
- Manage retail staff, among which includes people working on the floor and the cashiers
- Handle customer complaints, issues and questions
- Meets financial goals by analyzing variances, initiating correct actions
- Help, drive, motivate, and encourage retail sales staff to achieve sales target

2015 -2016 **101 Web Communication**

***Online Visual Assistant**

MANILA, PHILIPPINES

- Provides online administrative support for the clients
- Conduct research on current and future trends in design and lifestyle
- Database entry
- Schedule appointment, make phone calls, plan travel, arrangements, manage email, perform social tasks

INTEREST

- Volunteering for medical mission
- Making crafts from recycle materials
- Playing badminton
- Photography

PERSONAL DATA

- Date of Birth: Nov 26, 1993
- Birth Place: Makati Philippines
- Height: 5'3
- Weight: 95 lbs
- Civil Status: Single

REFERENCES

Roufan Riaz

Front office Supervisor

+971 553774279

Jeniffer Cantillo

Senior Accountant

+971 505074885

Joan Villanueva

Events Executive

+971 501386199