



# MARITESS KALLU

Receptionist | Administrative Support | Customer Service | Organizational Skills

+971544427224 @ tesskallu@gmail.com

[linkedin.com/in/maritess-kallu-957146b7](https://www.linkedin.com/in/maritess-kallu-957146b7) Abu Dhabi

## SUMMARY

Receptionists serve as a business' front-desk associate and are responsible for several administrative support duties that keep the office running efficiently. Receptionists may greet visitors, handle incoming and outgoing correspondence, maintain files and records, perform data entry, maintain office calendars and schedules, keep the office clean, safe and organized and keep office supply inventory fully stocked.

## KEY ACHIEVEMENTS

- Efficient Call Handling**  
Managed 100+ phone calls daily with 95% customer satisfaction rate.
- Meeting Coordination Efficiency**  
Coordinated 50+ meetings monthly, improving scheduling efficiency by 30%.
- Accurate Documentation Processing**  
Processed 200+ documents weekly, maintaining 99% accuracy in records.
- Exceptional Visitor Engagement**  
Enhanced visitor experience, receiving 98% positive feedback from clients and guests.

## LANGUAGES

Language english Advanced ●●●●●  
Tagalog Native ●●●●●

## EXPERIENCE

**Administrative Receptionist** 2024  
**Shield Medical Center Abu Dhabi:** Abu Dhabi, United Arab Emirates

- The Medical Receptionist will be the first point of contact for patients, ensuring a welcoming and professional environment. The candidate will handle administrative tasks, assist patients with inquiries, and manage appointments efficiently.

### Key Responsibilities:

- Greet and assist patients upon arrival with a warm and professional demeanor.
- Schedule and manage appointments using the clinic's software (CLINICSOFT 8.0)
- Handle patient inquiries via phone and email.
- Coordinate with medical staff for smooth patient flow and service delivery.
- Maintain confidentiality of patient records and adhere to clinic policies.
- Manage billing, payments, and invoicing processes.
- Sick leave processing using TAMM
- Updating Daily sales report in Excell/ system.

**Receptionist/ Admin** 01/2017 - 01/2020  
**Arya AC Trading FZC** Sharjah Freezone, UAE

- Greeting visitors, answering phone calls, and directing inquiries to the appropriate person or department
- Managing calendars, scheduling appointments, and coordinating meetings
- Responding to inquiries from clients, customers, or employees, and providing information or assistance as needed
- Providing administrative assistance to various departments, including drafting correspondence and maintaining records
- Handling incoming and outgoing correspondence, including emails, letters, and packages
- Handling sensitive information with discretion and maintaining confidentiality at all times

**Administrative Assistant** 01/2014 - 01/2015  
**Akka Middle East DMCC** Dubai

- Assigned in the DUBAI TRAM PROJECT - AL SUFOUH
- Dubai Under the ALSTOM Management
- Monitoring the actual Tram movements and filling the manual graph
- Inputting and updating information in excel sheets for the actual arrival and departure of the Tram in every station accurately and efficiently
- Encoding the important events that affect the Tram movement throughout the day
- Collecting the STTTC3 program and retrieving the ASB file
- Making the final report of the day
- Processing and relaunching the TPS using STTTC3 program to launch the new graph using timetables of the day in real time

**Receptionist** 01/2013 - 01/2014  
**Dubai Investments PJSJ** Dubai

- Welcoming parents, children, and visitors with warmth and enthusiasm
- Responsible for creating a friendly and inviting atmosphere while ensuring the safety and security of the children
- Answering phone calls, responding to inquiries from parents, scheduling appointments for tours or meetings with staff, and managing the front desk area
- Assisting with administrative tasks such as maintaining student records, processing enrollment paperwork, and coordinating with teachers or staff regarding daily activities or events
- A nurturing and patient demeanor, along with excellent communication skills, are crucial for fostering positive relationships with parents and providing exceptional care to children in the nursery school setting

## EDUCATION

---

Bachelor of Business Administration	01/2017 - 01/2020
<a href="#">Charisma university - uk</a>	Uk
<ul style="list-style-type: none"><li>• Online Learning</li></ul>	
Certificate of Basic Arabic	01/2017 - 01/2018
<a href="#">Zabeel International Institute of Management &amp; Technology</a>	Sharjah, United Arab Emirates
Certificate of Executive Secretary	01/2014 - 01/2015
<a href="#">Zabeel International Institute of Management &amp; Technology</a>	Sharjah, United Arab Emirates
Degree and Field of Study	01/2001 - 01/2003
<a href="#">Undergraduate Saint Joseph College</a>	Philippines
<ul style="list-style-type: none"><li>• Bachelor of Science in Business</li><li>• Administration - Undergraduate Saint</li><li>• Joseph College - Philippines</li></ul>	