



MA. ANGELICA MARIANO

Receptionist

I am an organised, efficient and hard working person, and am willing to discover and accept new ideas which can be put into practice effectively.

I am a good listener and learner, able to communicate well with a group and on an individual level.

I am able to motivate and direct my talents and skills to meet objectives.

+971552194907

ong.302001@gmail.com

Khalidya corniche Tower C
1501 Abu Dhabi city.

Work Experience

2023

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2024

Cashier/Customer Service

Lulu hypermarket

- Process payments and issue receipt using the point of sale
- Ensure accurate pricing and proper handling of coupons, discounts and loyalty card.
- Assist customers with locating items and answering questions through verbal or call about product and services. Relieving customer service staff as required.
- Handle Cash, credit/debit card transactions and operate the cash register with precision.
- Follow company policies and procedures regarding cash handling, refund and exchanges.

2021

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2023

Front Desk Receptionist

New World Makati Hotel

- Managed front desk operations with efficiency and professionalism in a 300+ room hotel.
- Coordinated room assignments and accommodated special requests, resulting in an increase of guest satisfaction by 25%
- Addressed customer complaints and queries swiftly resolving issues and increasing repeat business by 15%
- Updated and managed a database of over 20,000 guests information with accuracy, enhancing communication and marketing effectiveness

2019

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2021

Call Center Customer Service Representative

Concentrix

- Documented and detailed calls and complaints using center's CRM database.
- Adhered to company policies and scripts to consistently achieve call time and quality standards.
- Helped large volume of customers everyday with positive attitude and focus on customer satisfaction.

Education

Bachelor of Science in business administration

Saint Louis college
City of San Fernando, La
Union
2015-2019

Skills

RESOURCEFUL, DEDICATED AND PATIENT

ORIENTED ON MICROSOFT OFFICE APPLICATIONS

ABILITY TO WORK WELL UNDER PRESSURE

GOOD MANNERS AND GOOD COMMUNICATION

RECORD-KEEPING AND FOLLOWING PROTOCOLS

Language

English

Tagalog

References

Flordelyn Mariano

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Supervisor

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