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1501 Abu Dhabi city.

## 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

# 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.



## 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

-

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.



## References

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