



# Ethel Therese Arcega

## General Administration

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### Contact Details

056 1439214  
ethel.arcega@gmail.com  
Khalifa City A, Abu Dhabi

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### Core Skills

- Proficient in Microsoft Office
- Keynote presentation and basic animation
- Task management and research
- Fast learner and can work independently with minimal supervision.
- Efficient in working alone and in group.
- Fluent in English and knowledgeable in basic Arabic.
- Interpersonal, digital, & phone communication
- Social media management

## EDUCATION

**Bachelor of Science in Hotel and Restaurant Management**  
**St. Scholastica's College Manila, Philippines**  
**2007 - 2011**

Dean's List: 2nd Semester, SY 2007 - 2008

## CAREER PROFILE

Highly positive, resourceful, and proactive office support professional with a 6 year progressive experience in a secretarial and administrative arena. Skilled at multi-tasking, having a strong attention to detail, and presents a high level of professionalism and confidentiality. Been described by former colleagues as reliable, loyal, and a passionate person who is willing to accept new challenges with a solid work ethic.

## WORK EXPERIENCE

### Secretary | General Administration

**James Brand Strategy & Design Consultancy | Dubai, UAE**  
**Oct 2014 - Dec 2020**

- Hands on in organizing meetings, maintaining the CEO's calendar, and planning of daily tasks & agendas
- Make logistic arrangement including flight reservations, hotel and vehicle arrangement for visitors/partners, suppliers, consultants, clients, and other guests
- Conducts weekly status planning meetings for the team
- Administrative support to the HR / Office Manager by managing the staff's attendance, handling company's petty cash and employees' reimbursements, arranging courier shipments, LPOs to the vendors, and Cost Estimates to the clients
- Perform an extensive administrative support that acts as project coordinator and organizer for internal and external events
- Responsible in the new business database through the Pipedrive; ensuring records are up to date and accurate
- Keeps track on internal and external tasks; ensuring team is working on projects efficiently and within the budget by monitoring the timesheet.
- Support on new business proposals through information gathering, research, and presentations
- Leads the website's SEO ranking; providing monthly review and competitor analysis
- Manages the company's social media account
- Resolving any maintenance issues; liaising with building's office management team on behalf of the company
- Managing day to day operations of the office; maintains pantry and office supplies inventory

# CERTIFICATIONS

## **Etiquette for Excellent Telephone Skills**

Spearhead Training, Dubai, UAE  
26 Mar 2019

## **Professional Secretarial and Administration Skills**

Spearhead Training, Dubai, UAE  
21-22 Feb 2016

## **Advanced Human Resources and Admin Skills**

Recruitment, Training & Management Consulting  
Nadia Training Institute, Dubai, UAE  
May 2014

## **Person in Charge 2 - with Merit**

GEMS Quality Consultants: Dubai Municipality Food Control Department  
Dubai, UAE  
23-24 Feb 2014

## **Basic Food Hygiene & HACCP**

GEMS Quality Consultants: Dubai Municipality Food Control Department  
Dubai, UAE  
20 May 2013

# REFERENCES

## **Marites Tundag**

James Brand Strategy & Design  
HR / Office Manager  
\*Contact no. available upon request

## **Russell James**

James Brand Strategy & Design  
CEO  
\*Contact no. available upon request

## **Barista**

**Costa Coffee - Emirates Leisure Retail | Dubai, UAE**  
**Apr 2013 - Sep 2014**

- Provides coffee perfection for the guests
- Maintaining happy environment for guest's satisfaction
- Greets all guests with enthusiasm and friendliness
- Communicates with the suppliers through phone and e-mail
- Responsible in daily, weekly, and month-end inventory
- Cash handling and financial paperwork

## **Banquet Office Operations | Coordinator** **Four Seasons Hotels & Resorts | Riyadh, KSA** **Mar 2012 - Aug 2012**

- Administrative duties include: staffs' attendance and daily casual payroll reports
- Attending calls and providing the information or queries
- Filing of records of office activities, business transactions, and other documents
- Conducts regular walk-through to ensure that all function areas and back-of-house areas are clean and maintenance are at required standards
- Ensuring hotel service standards and procedures are followed throughout the banquet department
- Ensures that all meeting rooms are set up with proper amenities and that all function rooms are cleaned and refreshed during function breaks
- Providing 100% customer service satisfaction

## **Internship: Human Resources Dept. & Room Service Dept.** **Mandarin Oriental | Manila, Philippines** **Apr 2010 - May 2010**

### **Human Resource – Training Department**

- Assist trainings and seminars for the hotel's staff
- Responsible in preparing kits for seminars and orientations
- Screening of student trainee's resume, making phone calls to eligible applicants and scheduling them for an interview
- Support in conducting exams of the student trainee applicants
- Delegates student trainees to their respective departments
- Prepares student trainee's certificates and clearances upon completion of training

### **Room Service**

- Prepares welcome fruits and chocolates for arriving guests
- Answer calls and attends to guest's requests and queries