***CURRICULUM VITAE***

***Milagros Lucilla Dometita***

**Dubai, United Arab Emirates**

**Mobile # 0561573256**

**E-mail Add**: [milagroslucilla484@gmail.com](mailto:milagroslucilla484@gmail.com)

***Objective***

To secure a position that will utilize acquired knowledge and collective experience. And to achieve personal and professional growth with the company that would pave the way for a career to my filed. Also to apply skills into action that would contribute to the company success.

***Skills***

* Strong presentation Skills
* Team Player
* Detail Oriented
* Customer Service and Hospitality
* Multi Task Management
* Good Knowledge about Computer Programs

***Work History***

**Worked as Receptionist**

September 2020 up to PRESENT

DAMAC PROPERTIES Hotel and Residence @ Dubai Locations

**Summary of Responsibility**

* Welcome visitors by greeting them in person or on the telephone, answering or referring inquiries.
* Directs visitors by maintaining employee and department directories, giving instruction.
* Maintain security by following procedures, monitoring logbooks, registering all visitor at VMS system.
* Maintains telecommunication system by following manufacturer’s instruction for house phone and console operation.
* Maintain safe and clean reception area by complying with procedures, rules and regulations.
* Maintains continuity among work teams by documenting and communicating actions and irregularities.
* Assisting employees to get their daily records in Biometrics Assessing applicants and organizing documents Logging in and out of VIP’s in Biometrics and time records.

**Worked as Lady Officer /CCTV Operator/Customer Service**

**DUSIT THANI HOTEL,Sheikh Zayed location**

**APSG Surveillance System LLC**

**May 2019 – July 2020 (Due to Covid19 Situation)**

**Summary of Responsibility**

* To operate and monitor all access control, including CCTV, within the control system in a professional and efficient manner.
* To ensure integrity, accuracy and confidentiality of all information gained by compliance with quality standard and legislation, whilst preserving the rights of the individual.
* To records all events and action taken in a clear legible and in accurate written format and to report equipment failure to the site supervisor to maximize operation of the system.
* To provide an effective and courteous radio and telephone answering service and deal proficiently with all the enquiries, complaints and lost and found matters.

**Worked as Lady Officer/ CCTV Operator**

**Ritz Carlton Hotel, Abu Dhabi infront of Grand Mosque**

**at MBK –PVT OFF of HH SH. Mohammed Bin Khalifa**

***May 17, 2017 – April 2019***

**Summary of Responsibility**

* To operate and monitor all access control, including CCTV, within the control system in a professional and efficient manner.
* To ensure integrity, accuracy and confidentiality of all information gained by compliance with quality standard and legislation, whilst preserving the rights of the individual.
* To records all events and action taken in a clear legible and in accurate written format.
* To provide an effective and courteous radio and telephone answering service and deal proficiently with all the enquiries.
* To report equipment failure to the site supervisor to maximize operation of the system.
* To maintain and secure system for providing data and secure the safe of the control room and equipment is maintained at all times.
* Ability to deal tactfully and effectively with a wide range of people.
* Responsible to overview and monitor the entire area during the emergency cases.
* Maintain security by following procedures, monitoring logbooks, issuing visitor badge.
* Maintains telecommunication system by following manufacturer’s instruction for house phone and console operation.

**Worked as Lady Officer /CCTV Operator**

**at Star Security Services UAE, Abu Dhabi**

From May 2015 to March 2017

**Summary of Responsibility**

* To operate and monitor all access control, including CCTV, within the control system in a professional and efficient manner.
* To ensure integrity, accuracy and confidentiality of all information gained by compliance with quality standard and legislation, whilst preserving the rights of the individual.
* To records all events and action taken in a clear legible and in accurate written format.
* To provide an effective and courteous radio and telephone answering service and deal proficiently with all the enquiries.
* To report equipment failure to the site supervisor to maximize operation of the system.

**Worked as Receptionist**

March 2006 to February 2014

**ABS-CBN/ NCO Call Center,Mo.Ignacia St. Quezon City Phils.**

**NESTLE PHILS,Cabuyao Laguna Phils**

**G4s – Vallum Security Services Corp. Philippines**

**Summary of Responsibility**

* Welcome visitors by greeting them in person or on the telephone, answering or referring inquiries.
* Directs visitors by maintaining employee and department directories, giving instruction.
* Maintain security by following procedures, monitoring logbooks, issuing visitor badge.
* Maintains telecommunication system by following manufacturer’s instruction for house phone and console operation.
* Maintain safe and clean reception area by complying with procedures, rules and regulations.
* Maintains continuity among work teams by documenting and communicating actions and irregularities.

**Educational Attainment**

Polytechnic University of the Philippines (PUP)

Sta. Mesa Metro Manila, Philippines

Year 1996

**CERTIFICATIONS:**

* **Material and Mechanical Inspection Training from Laguna Electronic and Toshiba Incorporated.**
* **Quality Controller Training from Toshiba Incorporated**
* **Quality Control Analyst Training from Toshiba Philippines**
* **Customer Service and friendly work environment training from G4s Vallum**
* **Firefighting, customer care and guest relation G4S Vallum**
* **Fire Fighting, Security Basic Training from NSI Training Institute UAE**

**PERSONAL INFORMATION:**

**Fathers Name : Sinforiano L. Lucilla**

**Mothers Name : Marcelina F. Lucilla**

**Visa Status : Residence (Transferable)**

**Nationality : Philippines**

**Document references will be provided upon required.**

**I hereby certify that the above statements are true and best of my knowledge**

**Applicants Signature**