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| C:\Users\vista\Desktop\PRINCESS\PRINCESS & HAPPINESS CLIENTS\PRINCESS RONIE DELA CRUZ - LEA DELA CRUZ\PRINCESS RONIE ANCUNA DELA CRUZ PIC.jpg  **OBJECTIVES**  To work in challenging position in a professional and dynamic position, having good career growth prospect, given an opportunity I assure to given duties and responsibilities with the sincere and hard work to the utmost satisfaction of the company. I am versatile, energetic, fast learner with creative imagination and good interpersonal skills in dealing with clients in order to achieve customer satisfaction.  **SUMMARY OF QUALIFICATIONS**   * Advocate for client's rights; strive to understand customer’s needs and concerns. * Knowledge and usage of office procedures, methods and computer equipment with accuracy necessary to meet successful job performance. * Hardworking and energetic; flexible; adapt easily to change of environment and work schedule. * Sound ability to maintain confidentiality of work records and client's data. * Good interpersonal skills with a positive attitude; interact well with clients, and working staff. * With good English communication skills   **EDUCATIONAL BACKGROUND**  Diploma in Computer Hardware  Doña Lourdes College  General Santos City  2011  **CERTIFICATE**  TESDA  Certificate in Computer Hardware servicing NCII  General Santos City  2011  BUTLERS CHOCOLATE CAFÉ  Certificate of Achievement  Latte Art Competition  Airport Terminal 1 Dubai UAE  May-2018  BUTLERS CHOCOLATE CAFÉ  Certificate of Recognition  Outstanding Customer Service  Airport Terminal 1 Dubai UAE  June-2019  BUTLERS CHOCOLATE CAFÉ  Certificate of Recognition  Outstanding Customer Service  Airport Terminal 1 Dubai UAE  August-2019  **SKILLS**   * Computer Literate * Knowledge in Microsoft Office (MS Word; MS Excel; MS PowerPoint; MS Outlook) * Customer Service * Data Entry * Inventory Management * Office Management * Telephony * Marketing * Galileo * Ticketing * Visa Processing * Sales Report * Cash Handling * Travel Agency Accounting | **PRINCESS RONIE A. DELA CRUZ**  **Satwa, Dubai – U.A.E.**  +971 556586309  [**princessronie.delacruz23@yahoo.com.ph**](mailto:princessronie.delacruz23@yahoo.com.ph)  **WORK EXPERIENCES:**  **TRAVEL CONSULTANT**  **Happiness Travel & Tourism**  **Al Attar Shopping Mall Dubai**  **November 2019 up to present**  ***Duties and Responsibilities:***   * Provide exemplary customer service to new and existing clients, which helped build lasting relationships and secure new travel assignments. * Booking domestic & international air fare. * Confirm flight information with the Airlines. * Advises clients on a variety of package tours including international travels and make necessary arrangements. * Perform additional job-related duties as assigned by management. * Monitor travel policy compliance and provide strategies to increase compliance. * Managed cash drops and supervised the balance of daily shift revenue. * Assisting clients for their UAE & other international visa application. * Prepare detailed itineraries for domestic and international travelers. * Process payments; cash, checks or credit cards. Maintain all records of ticket sales. * Maintain customer information for future transactions.   **OFFICE SECRETARY**  **SSP Emirates LLC. UAE**  **Dubai International Airport**  **October 2017 up to November 2019**  ***Duties and Responsibilities:***   * Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries. * Directs visitors by maintaining employee and department directories; giving instructions. * Maintains safe and clean reception area by complying with procedures, rules, and regulations. * Daily monitoring of email thru Ms Outlook 2013. * Daily Sales Report via Ms Excel 2013. * Monthly Presentation via Ms. PowerPoint 2013 from RVC,SYS & Menu Item for each product and unit. * Collecting and arranging of Quotation for any marketing job. * Printing and laminating of all marketing collaterals for in-house job.   **CASHIER/BARISTA**  **Cnn Traveler &**  **Butlers Chocolate Cafe**  **SSP Emirates LLC. UAE**  **Dubai International Airport**  **May 2017 up to November 2019**  ***Duties and Responsibilities:***   * Provided guests with an exceptional, relaxing experience and quality service. * Answered customers' questions on menu items, ingredients and differences between sandwiches, pastries, and cakes. * Take order and prepare food and drinks order base on restaurant SOP. * Responsible for delegating all closing tasks to fellow associates, and staying until all duties and tasks were completed. * Ensured all duties were preformed efficiently and correctly. * Monitor and inventory of supply each shift.   **HEAD WAITRESS & CASHIER**  **Cafe Rouge UAE**  **Shop 58 Souk Madinat Jumeirah UAE**  **June 2016 up to May 2017**  ***Duties and Responsibilities:***   * Provided guests with an exceptional dining experience and quality service * Answered customers' questions on menu items, ingredients and differences between dishes. * Managed cash drops and supervised the balance of daily shift revenue. * Performed administrative activities such as placing inventory orders and duty rota. * Distributed all money designated for "tip pool" to the designated employees. * Ensured all waiter duties were preformed efficiently and correctly * Responsible for daily sales report thru Microsoft office and Outlook. * Taking order and serving food and drinks base on restaurant SOP.   **ADMINISTRATIVE ASSISTANT**  **Rtco Architecture**  **Villa Lourdes Subd. Sn. Rafael Tarlac City Philippines**  **November 2011 up to March 2016**  ***Duties and Responsibilities:***   * Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries. * Directs visitors by maintaining employee and department directories; giving instructions. * Maintains telecommunication system by following manufacturer’s instructions for house phone and console operation. * Maintains safe and clean reception area by complying with procedures, rules, and regulations. * Encoding and typing of payroll every week via Ms Office 2007. * Encoding of summary of expenses per project weekly via Ms Office 2007. * Sending of purchase order via yahoo mail or fax for out of town suppliers and via phone or walk in for around the city. * Encoding of monthly expenses vatable and non-vatable for the company using Ms Office Excel 2007. * Checking, correcting and reprinting of billing submitted by the contractors and forward to the clients for release of payment. * Release and received of check from the supplier and clients. * Monitor and inventory of office supply regularly. * Responsible for all the documents needed by the company, owner, clients and supplier. |