|  |  |
| --- | --- |
| 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****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.
 |