

Muyot, Marie Joyce D.

Al Falah St., Abu Dhabi, U.A.E.

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Profile Summary:

I am a Service oriented Professional with 8 years of experience in Engineering Administration and Guest Relations in an Airline Industry. Recognized for exceeding performance goals, I'm a self-motivated person, I can deal with multicultural clientele, multi-task, hard worker, reliable, fast learner, flexible, stay calm under pressure, ability to use MS office package and Airline Reservation Systems.

Work Experience:

Via Medica International Healthcare (Abu Dhabi, U.A.E.)

Encoder (Part Time)

January 2021 – Present

OCR Park - Hudayriat Island (Abu Dhabi, U.A.E.)

Receptionist / Cashier (Part Time)

November 2020 – December 2020

Etihad Airways (Abu Dhabi, U.A.E.)

Guest Service Agent

May 2015 – November 2020

Architecture and Planning Group (Abu Dhabi, U.A.E)

Receptionist / Executive Secretary / Document Controller

January 2013 – April 2015

Department of Environment and Natural Resources Region IV-B Human Resources and Management Services (Manila, Philippines)

HR Admin Assistant (Internship)

November 2011 – February 2012

Lufthansa Technik Philippines (Manila, Philippines)

Technical Records Controller and Secretary (Internship)

February 2011 – May 2011

Areas of Expertise:

Customer Service Skills

- Act as first point of contact for customers while projecting professional image at all times.
- Accord highest attention to customers and heighten sales opportunity of each customer contact
- Apply basic concepts, practices and procedures of handling customer's complaints and provide solutions while meeting high quality standards for customer services.
- Display high quality, prompt professional service to achieve client satisfaction, loyalty and repeat business.

- Keep records of client interaction – transactions, document details of inquiries, complaints and actions taken.
- Process customer transactions and respond to products and services inquiries in a responsive, accurate and timely manner.
- Ensure understanding of clients' needs through great attention to detail.
- Answering any queries customers might have

Administration Skills

- Coordinating with All Departments
- Answer phone calls, screening, take messages, or transfer calls to appropriate office personnel.
- Receive and direct visitors and clients.
- Handling appointments.
- Operates and maintains office equipment such as printers, copiers, fax machine etc.
- Prepare and modify documents including correspondences, reports, drafts, memos.
- Manage the incoming and outgoing correspondences
- Maintain Hard and soft copy filing system
- Retrieve documents from filing system
- Assist in preparing the Tender Documents
- Coordinate with Contractors
- Prepare invoices, cash and cheque deposit
- Personnel File Management
- HRIS Updating
- Sorting out CVs of Applicants
- Coordinating with the Applicants

Educational Attainment:

Tertiary: **PATTS College of Aeronautics (2008-2012)**
Bachelor of Science in Tourism Management
Major in Airline Operations
 Manila, Philippines

Secondary: **PISCO Private School (2004-2008)**
 Abu Dhabi, United Arab Emirates

Primary: **PISCO Private School (1998-2004)**
 Abu Dhabi, United Arab Emirates

Personal Details:

Date of Birth: August 1, 1992
Gender: Female
Civil Status: Single
Nationality: Filipino
Religion: Christian
Languages: English / Basic Arabic / Filipino
Visa Status: Visit Visa until June 2021
Driving License: Valid until 2026