

**MA. CHARLENE SILVA**

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Visa: Employment Visa

Passport#: P8728624A

Availability: 1 Month Notice

PROFESSION PROFILE – THROUGH OUT MY CAREER I HAVE WORKED AS FRONT DESK ADMIN IN 4 STAR HOTEL IN DUBAI & AS ADMIN- RECEPTIONIST and IN PH DIAGNOSTICS as Receptionist and assistant of a DR./Insurance assistant, Customer Service Representative/Receptionist (Dubai Ladies Club Dubai Woman's Government under "DULSCO" – Dubai U.A.E

This job teaches me how TO ASSIST ALL GUEST, TRACT THEIR RECORDS, ASSISTING HIGH PROFILE VISITORS & DELIVERING EXCELLENT CUSTOMER EXPERIENCE. I WANT TO FULLY UTILIZE MY SKILLS AND EXPERIENCE, WHILE MAKING SIGNIFICANT CONTRIBUTION TO THE SUCCESS OF THE COMPANY.

EDUCATION HISTORY:**Tertiary Education**

PATTS – College of Aeronautics (Manila -Philippines)

Bachelor of Science in – TOURISM MANAGEMENT (4 years course)

2010-2014

COMPUTER SKILLS

Microsoft XP applications (Word, Excel, Office, PowerPoint, Outlook, Access) – Advanced

Microsoft Office Document Imaging and Scanning – Advanced

Have a Knowledge in Opera System, PCS System, Shortcuts system, and BOS system.

WORK EXPERIENCE

Customer Service Representative/Receptionist (Dubai Ladies Club Dubai Woman's Government under "DULSCO" – Dubai U.A.E
August 2020 (CURRENTLY WORKING)

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.

- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Managing a team of junior customer service representatives.
- Ensure customer satisfaction and provide professional customer support.

Admin/Receptionist (PH Diagnostics – Dubai U.A.E)
December 2017 – December 2019 (Finished Contract)

- Receiving visitors at the front desk by greeting and welcoming them
- Answering screening and forwarding incoming phone calls
- Receiving and sorting daily mail
- Greet and welcome patients as soon as they arrive at diagnostics
- Direct visitors to the appropriate doctors
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- Provide basic and accurate information in-person and via phone/email
- Assisting patient by logging their records and body complaint
- Perform other clerical receptionist duties such as filing, photocopying, scanning etc.
- Maintain the work area neat and clean
- Multitasking and time-management skills, with the ability to prioritize tasks
- Taking and ensuring messages are passed to the appropriate staff member on a timely basis
- Handling queries and complaints via phone, email and general correspondence

Front Desk Receptionist – Riviera Hotel, (Dubai UAE)
August 2016 – February 2017

- Having solid written and verbal communication skills
- Attending guest, details of arrival at the hotel and what they need
- Answering phone calls, book the guest through phone calls
- Maintain the work area neat and clean
- make and confirm reservations for guests
- ensure proper room allocation
- register and check guests in
- confirm relevant guest information
- verify guest's payment method
- verify and imprint credit cards for authorization
- issue room keys and direct guests to their rooms
- maintain clear and accurate records of guest room bookings
- compute all guest billings, accurately post charges to guest rooms and house accounts
- receive and transmit messages for guests
- retrieve mail, packages and documents such as faxes for guests
- listen and respond to guest queries and requests both in-person and by phone
- provide accurate information about local attractions and services
- liaise with necessary staff including housekeeping and maintenance to address any problems or complaints made by guests
- complete and maintain any incident reports, daily activity reports or other reports requested by management
- manage conference room bookings and scheduling
- close guest accounts and check guests out

Pearl Garden Hotel Philippines Manila

Front Office Receptionist

Jan 2015 – June 2015 – (5 Months)

Admin/Receptionist (front office)

Responsible to check in and out the customer

Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries.

Maintains security by following procedures; monitoring logbook; issuing visitor badges.

Maintains safe and clean reception area by complying with procedures, rules, and regulations.

Maintains continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.

Contributes to team effort by accomplishing related results as needed.

Doing clerical duties such as photo copying, faxing, mailing etc.

Follow up cheques

Assist guests with issues and complaints, with empathy and a focus on guest satisfaction. Use supervisor support when necessary.

Answer incoming calls within 3 rings with appropriate greeting.

Maintain accurate logs of mail, packages, parcels or other items for guest delivery.

TitleCashier/ Waitress/ F & B

July 2014 – December 2014 (6months)

Waitress/ Cashier at Food and Beverage Department

Responsible to assist guest,

Responsible to serve customers order

Take beverage and food orders

Deliver beverages and food in a timely manner

Check-in with guests to ensure that everything is going well

Refill beverages throughout the meal

Deliver guest's bill and thank them for dining at the restaurant

Work with other servers and be a team player

Responsible for the cash payment from the custome.

HR Assistant

Feb 2014 – June 2014(5 Months)

Assistant HR (HR DEPT.)

Answering phone calls

Assisting applicants and employee

doing clerical duties such as scanning, encoding, faxing, mailing, etc.

Substantiates applicants' skills by administering and scoring tests.

Schedules examinations by coordinating appointments.

Welcomes new employees to the organization by conducting orientation.

Provides payroll information by collecting time and attendance records.

Submits employee data reports by assembling, preparing, and analyzing data.

Maintains employee information by entering and updating employment and status-change data.

Provides secretarial support by entering, formatting, and printing information; organizing work; relaying messages; maintaining equipment and supplies.

Maintains employee confidence and protects operations by keeping human resource information confidential.

Maintains quality service by following organization standards.

Maintains technical knowledge by attending educational workshops; reviewing publications.

Contributes to team effort by accomplishing related results as needed.

QUALIFICATIONS

- °Organizational skills
- ° Excellent communication skills
- °Dedicated and hardworking individual
- °Self-development and advancement
- °Attention to detail
- °Exceptional multitasker
- °Exceptionally versatile and adoptability

CORE SKILLS

- °RECEPTION
- °MEET & GREET
- °VISITOR ORIENTATION
- °VISITOR LOGS
- °CALL HANDLING
- °ISSUE RESOLUTION
- °ADMINISTRATION

PERSONAL DATA

Nick Name: Maria
Date of Birth: 13 May 1994
Nationality: Filipino
Religion: Roman Catholic
Height: 5'3
Languages Spoken: English,
Tagalog(fluent)
Japanese(basic),
Hindi(basic), Arabic(basic)

I hereby declared that all the above information is truth & correct, & willing to work immediately

Ma. Charlene Silva