

KATHLEEN CRISTOBAL

Experienced Administrative Assistant with excellent Customer service skills

Dubai, AE

krizia.cristobal@yahoo.com

0561434091



A dynamic and committed professional seeking to apply for a job that fits my qualification and to develop a wide range of skills and knowledge through exposure



WORK EXPERIENCE

Administrative Assistant

Glomacs Training and Consultancy

July 2017 to Present

Provides administrative and clerical support to the management and clients on site
Prepares and dispatch training materials
Handled after training service or call backs
Acts as onsite coordinator and help-desk In the training venues
Welcomes and receives clients during training
Took part in launching and introduction of new training venues to clients
Oversee all processes and issues in the training venue
Communicates with hotel and office and provide immediate solution to problems onsite

Office Administrator receptionist cum Marketing In Charge

Auto Clinic Motor Vehicle Repairing - Dubai

September 2017 to June 2018

Act as overall office administrator
Receptionist role
Hr role
Marketing In charge
Knowledge in Finance and sales

Customer Service Representative

SOLAIRE RESORTS AND CASINO

February 2015 to July 2017

- Exchange paper currency for playing chips or coin money.
 - Pay winnings or collect losing bets as established by the rules and procedures of a specific game.
 - Check to ensure that all players have placed bets before play begins.
- Stand behind a gaming table and deal the appropriate number of cards to each player.
- Inspect cards and equipment to be used in games to ensure that they are in good condition.
 - Start and control games and gaming equipment, and announce winning numbers or colors.
 - Generate sales leads
 - Identify and assess customers' needs to achieve satisfaction
 - Build sustainable relationships and trust with customer accounts through open and interactive communication

- Meet personal/customer service team sales targets
- Handle customer complaints, provide appropriate solutions and alternatives

Banquet Sales Executive

MICROTEL BY WYNDHAM

October 2014 to February 2015

- Promote and produce sales leads
- Identify potential clients and maximize on Events and Meetings
- Contribute to the targets outlined in the Marketing Plan of the hotel, whilst maintaining guest satisfaction
- Assist with negotiating banqueting & catering event orders within approved booking guidelines, and produce all sales contracts and rate agreements
- Promptly respond to all inquiries.
- Compose, publish and distribute Banquet event order (BEO) / Banquet Function Plan (FP) to all department heads and personnel who are involved in servicing banquets function.
- Work with management and other heads of departments at all times and assist in carrying out special requirements and duties necessary in adding to the guests general comfort and well being.
- Distribute promptly to all departments about notice of any change in the Banquet event order (BEO) / Banquet Function Plan (FP).

Sales Coordinator

THE SULÔ RIVIERA HOTEL

April 2014 to August 2014

- Coordinating the sales team by managing schedules, filing important documents and communicating relevant information
- Ensuring the adequacy of sales-related equipment or material
- Responding to complaints from customers and give after-sales support when requested
- Inform clients of unforeseen delays or problems
- Assist in the preparation and organizing of promotional material or events
- Ensure adherence to laws and policies
- Answer phone, direct to appropriate person and / or take messages.

Customer Service Associate; Teller

BPI FAMILY SAVINGS BANK

July 2013 to March 2014

- Provides account services to customers by receiving deposits and loan payments; cashing checks; issuing savings withdrawals; recording night and mail deposits; selling cashier's checks, traveler's checks, and series e bonds; answering questions in person or on telephone; referring to other bank services.
- Records transactions by logging cashier's checks, traveler's checks, and other special services; preparing currency transaction reports.
- Cross-sells bank products by answering inquiries; informing customers of new services and product promotions; ascertaining customers' needs; directing customers to a branch representative.
- Completes special requests by closing accounts; taking orders for checks; opening and closing Christmas and vacation clubs; exchanging foreign currencies; providing special statements, copies, and referrals; completing safe-deposit box procedures.
- Reconciles cash drawer by proving cash transactions; counting and packaging currency and coins; reconciling loan coupons and other transactions; turning in excess cash and mutilated currency to head teller; maintaining supply of cash and currency.
- Complies with bank operations and security procedures by participating in all dual-control functions; maintaining customer traffic surveys; auditing other tellers' currency; assisting in certification of proof.
- Maintains customer confidence and protects bank operations by keeping information confidential.
- Contributes to team effort by accomplishing related results as needed.



EDUCATION

Bachelor of Science in Hotel and Restaurant Management in Hotel and Restaurant Management

College of Tourism and Hospitality Management

2009 to 2013

Education

UNIVERSITY OF SANTO TOMAS