

CURRICULUM VITAE

JOANNA V. FREDERICK

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OBJECTIVES:

To seek a career opportunity in which will improve my skills and abilities in a professional and progressive yet challenging environment.

EDUCATIONAL ATTAINMENT:

DIPLOMA IN COMPUTER SECRETARIAL.

Systems Technology Institute of the Philippines

Tatalon, Araneta Quezon City, Philippines

(June 2009 – March 2011)

DEMONSTRATED SKILLS AND ABILITIES:

- Knowledgeable in Microsoft Office, Excel, Word and Power point able to generate documentation.
- Excellent presentation skills and able to generate reports and documents using Microsoft Word, Excel and PowerPoint.
- Good interfacing and coordinating skills, quality minded, punctual delivery, clear and prompt.
- Good and pleasing personality.
- Creative and always have a fresh perspective for visual designs.
- Effective English speaking, composing and writing skills.
- Responsible, reliable and flexible to work in various environments.
- Have strong interpersonal /communication skills and the ability to work within a diverse atmosphere.
- Can interact with all levels of management, floor staff, and the clients we represent.
- Has the ability to multi task and complete work within designated time frames.

CAREER HISTORY

KWIKH CLEANING SERVICES. Receptionist (April 2018 – Present)

Dubai, United Arab Emirates

DUTIES AND RESPONSIBILITIES

- Assist customer inquiry regarding services offered in the shop.
- Assist and interact with customers to create a positive service experience.
- Answer questions, offering services knowledge and retrieving products.
- Manage the booking of customers to maintain organized transition during rendering of services in the shop.

EXECUTIVE CLUB SPA. Receptionist (June 2013 – March 2014)

Novaliches, Quezon City, Philippines

DUTIES AND RESPONSIBILITIES

Joanna.frederick@yahoo.com . 056 671 9240 . Al Karama, Dubai UAE

- Assist customer inquiry regarding services offered in the shop.
- Assist and interact with customers to create a positive service experience.
- Answer questions, offering services knowledge and retrieving products.
- Manage the booking of customers to maintain organized transition during rendering of services in the shop.

METRO MANILA SHOPPING MECCA. Customer Service Assistant (June 2012 – March 2013)
Novaliches, Quezon City, Philippines

DUTIES AND RESPONSIBILITIES

- Assist customer inquiry regarding mall boutiques and mall events.
- Assist and interact with customers to create a positive shopping experience.
- Answer questions, offering product knowledge, locating and retrieving products.
- Perform over-the-counter selling of gift cheques/show tickets, prepaid and game cards.
- Complete customer transactions in processing returns.
- Maintain a clean shopping environment.

JAG JEANS PHIL. Sales Lady/Representative (May 2011 – May 2012)
Sucat, Metro Manila, Philippines

DUTIES AND RESPONSIBILITIES

- Assists customer inquiry regarding products.
- Maintain stock records and confirm with Supervisor the availability of products.
- In charge with store operation and comply with company policy.

TRAINING AND SEMINARS ATTENDED:

HOUSEKEEPING CERTIFICATION. Certified Housekeeper (January 2010).
GUEST PROFESSIONALISM IN HOSPITALITY. Seminar Attendee (September 2010)
LA CARMELA DE BORACAY. On the Job Trainee (January 2010).
CITY TRAVEL HOTEL. On the Job Trainee (April 2011).
CULINARY ARTS FOOD SERVICE. In House Training Skills (August 2011).

PERSONAL INFORMATION:

Height: 158 cm.
 Gender: Female
 Nationality: Philippines
 Marital Status: Single
 Date of Birth: January 8, 1986
 Visa Status: Employment Visa
 Availability: 1 month prior notice

Additional reference will be provided as per request.