



Heava Hamid Albi

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OBJECTIVE:

To obtain a position that will enable me to use my educational background, good moral character, skills, past experiences, professional growth, and ability to work well with people.

SKILLS AND ABILITIES:

- ✓ Fluent in English, Basic Arabic, Basic Spanish
- ✓ Proficient in MS Word, MS Excel, PowerPoint, Internet)
- ✓ Can identify customer needs and provide a proper solution to fulfill customer satisfaction
- ✓ Can interact directly to customer
- ✓ Can identify the key strength in product
- ✓ Can work in a team environment and under pressure
- ✓ Can provide a high level of professional and competent services, hardworking and flexible.

WORK EXPERIENCES:

Salon Reception (December 2019 to March 2020)

Essential Hair & Beauty Salon, Al Wasl Dubai UAE

- ✓ Warmly greet clients and walk them to the proper beauty station and alerting assigned beauticians of their arrival.
- ✓ Booking and confirming appointments via phone call, email and FRESHA by using the SCHEDUL app and operates it.
- ✓ Processing transaction (cash and credit cards) and issuing receipts.
- ✓ Manage stock inventory by ordering, receiving and records.
- ✓ File and track important documents such as (staff passports, visas, health cards and SALON credentials, Professional license, contracts and maintenance records)
- ✓ Poster making of promotion through social media and display.
- ✓ Assisting manager for a flash sale promotion and technicalities if necessary.

Reception (July 2019 to October 2019)

Dhabian Equestrian Club, Al Rahba Abu Dhabi UAE

- ✓ Serves visitors by greeting, welcoming, and directing them appropriately.
- ✓ Keep safe and clean reception area by complying with procedures, rules, and regulations.
- ✓ Handles petty cash voucher, cash voucher and payments.
- ✓ Promote services using multimedia outlets to commercialize and answer queries via emails.
- ✓ Operate cash register, credit card machine, POS 30, and invoices.
- ✓ Answer phone calls and inquiries and assisting the CEO with concern to admin functions.
- ✓ Conduct initial interview and train new applicant within the organization.

Cashier/Sales Associate (February 2017 to March 2019)

KCC Mall, Zamboanga City Philippines

- ✓ Welcoming customers, answering their questions, helping them locate items, and providing advice or recommendations.
- ✓ Operating scanners, scales, cash registers, and other electronics.
- ✓ Balancing the cash register and generating reports for credit and debit sales.
- ✓ Accepting payments, ensuring all prices and quantities are accurate and providing a receipt to every customer.
- ✓ Processing refunds and exchanges, resolving complaints.
- ✓ Bagging purchases to ensure safe transport.

Office Administration (September 2013 – April 2016)

Department of Social Welfare and Development Regional Office IX, Philippines

- ✓ Conduct field interview to government beneficiaries and collect confidential information.
- ✓ Plan and negotiate government sectors to execute program oriented.
- ✓ Do public speaking to disseminate the benefits of the government program and requirement needed.
- ✓ Research and obtain further information for incomplete documents.
- ✓ Apply data program techniques and procedures.
- ✓ Scan documents and print files, when needed.
- ✓ Keep information confidential.
- ✓ Respond to queries for information and access relevant files.
- ✓ Insert customer and account data by inputting text based and numerical information from source documents within time limits.
- ✓ Compile verify accuracy and sort information according to priorities to prepare source data for computer entry.
- ✓ Review data for deficiencies or errors, correct any incompatibilities if possible and check output.

ACHIEVEMENTS:

- ✓ Arabic Language and Saudi/Gulf Culture - July to August 2018
TESDA-ARMM's Language Skills Institute
- ✓ Public Health Nutrition Exposure - January to February 2017
- ✓ Hospital Exposure - February to March 2017
- ✓ Nutrition and Dietetics Training - November to December 2016

April 2016 May 2016:

1. Seminar on Bar Exposure Program
T.G.I. Friday's Robinsons Place Manila, Philippines
2. Vikings Group Dine and Learn Wine Seminar
Four Seasons Buffet and Hotpot **Mall of Asia** Complex,
Seaside Blvd. Pasay, Metro Manila Philippines
3. Seminar on Food handling, Preparation & Food Service Trend
Subic Bay Travelers Hotel and Event Center Inc.
Subic Bay Freeport Zone, Olongapo City Philippines
4. Orientation on the National Nutrition Council, NNC Board Room,
Taguig City, Philippines
5. Seminar on Bar Exposure Program
T.G.I. Friday's Robinsons Place Manila, Philippine

EDUCATIONAL BACKGROUND:

- ✓ **Bachelor of Science in Nutrition and Dietetics Graduate**
Western Mindanao State University - SY 2012 – 2018

PERSONAL INFORMATION:

Nationality : Filipina
Religion : Islam
Gender : : Female
Status : Single
Date of birth : May 10, 1995
Age : 25
Visa Status : Visit

REFERENCES:

- ✓ Request on Demands