



## CONTACT

📍 Villa 27, Salah Al Din, Dubai, UAE.

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## SKILLS

- Good in Verbal Communication
- Customer Focus
- Telephone Skills
- Professionalism
- Handles Pressure
- Good time management skills

## MIKEE S. CASIDSID

### SUMMARY

Adaptable, efficiency-oriented and dedicated Hotel Receptionist. Strategic thinker seeking a management role with a dynamic hotel team to apply a collaborative spirit and technical expertise to ongoing operational success.

### WORK EXPERIENCE

**Receptionist March 2019 -September 2021**

**Marina Hotel` (Byblos Hospitality Group)**

**Al Hubob Street, Jumeirah Lake Towers JLT, Dubai, UAE.**

**SALES LADY- May 2017 to October 2018**

**Watsons SM Center Valenzuela**

**ENCODER- NOVEMBER 2018 to 2019**

**IBM PLAZA EASTWOOD, QUEZON CITY, PHILIPPINES**

Job Description:

- Serves visitors by greeting, welcoming, and directing them appropriately.
- To assist in dealing with guests complaints in an effective and courteous manner, providing or seeking solutions as quickly as possible.
- To ensure that all reservations and cancellations are processed efficiently.
- Answer all client questions and incoming calls.
- Monitor, organize and forward emails.
- Maintain records and files.

*I do certify that the information above are true and correct to the best of my knowledge and belief.*