



LYZABELLE KRINNA C. DELA CRUZ

Mobile Number: 0547419490

Email Address: krinna88@gmail.com

Nationality: Filipino

Address: X-10 England Cluster International City, Dubai

Birthday: March 24, 1988

SKILLS:

Personal

Strong leadership and organization skills

Interpersonal Relation skills

Sales and Marketing skills

AWARDS:

**Field Marketing
Professional of The
Month- August 2019**
TOYOTA TACLOBAN

**Field Marketing
Professional of The
Month- October 2018**
TOYOTA TACLOBAN

**Top Grosser Field
Marketing
Professional of the 4th
Quarter 2018**
TOYOTA TACLOBAN

EDUCATION

College Graduate

Hotel and Restaurant Management

WORK EXPERIENCE

RECEPTIONIST CUM ADMIN

LOTUS CARGO FZCO, DUBAI AIRPORT FREEZONE, DUBAI, UAE

September 10, 2020 to Present

SALES COORDINATOR CUM RECEPTIONIST

**WORLD POWER SOLUTION LLC, DUBAI LOGISTICS, DUBAI
UAE**

February 1, 2020 to August 27, 2020

- Helping the sales team to improve their productivity by contacting customers to arrange appointments and ensuring all Sales Representatives have high-quality, up-to-date support material.
- Greets guest/ clients and makes coffee/tea upon arrival
- Handling urgent calls, emails, and messages when Sales Representatives are unavailable, answering customer queries.
- Making quotations and sending it to the clients
- Arranging and handling Service schedule.
- Coordinates with the other departments for sales quotations and clients queries.
- Inputting orders, ensuring they are processed according to customer requirements, and ensuring all orders are accurate and delivered on time.
- handle administrative duties
- Answer, screen and forward incoming phone calls
- Greet and welcome guests as soon as they arrive at the office
- Provide basic and accurate information in-person and via phone/email
- Ensure reception area is tidy and presentable, with all necessary stationery and material
- Update calendars and schedule meetings, including management of meeting rooms

Field Marketing Professional

TOYOTA TACLOBAN LEYTE INC September 2018 to October 2019

- Perform sales activities that involve generating and developing accounts, assisting clients on their needs and requirements, preparing documents and reports, releasing and delivering units to clients.
- Handle over-all sales transaction from closing to delivery and after sales.
- Ensures total customer satisfaction by attending to customer demands.
- Build and maintain good relationships with customer through regular review visits.

Car Showroom Receptionist

TOYOTA TACLOBAN LEYTE INC. April 2018 to September 2018

- responsible for acting as a consultant in assisting customers with any automotive need, and for providing customer service support to the service and sales departments
- receiving/routing incoming calls, providing answers to basic queries, and then following up to customers in regards to service or sales
- providing excellent customer service experience to customers; they take thorough messages as it relates to callers and inquiries, provide basic information to callers that have general inquiries.

Hotel Receptionist

Hotel Lorenza , Leyte Philippines 6500

March 2014 to November 2017

- Take reservations over the telephone, through emails and in person.
- Meet and greets guests upon entering hotel premises and checking in
- Handle guest check-ins and check-outs appropriately
- Handle guest inquiries, complaints, and request.
- Compute bills and take payments
- Manage room blocks for a large group.
- Balance cash at the end of the shift and prepares the sales report.

CHARACTER REFERENCES:

1. MS. Eden Matos Ong- 058-839-6798

I HEREBY CONFIRM THAT THE ABOVE INFORMATION IS TRUE

LYZABELLE KRINNA C. DELA CRUZ