

# Alyssa Dedicatoria

## Office Coordinator / Reservation

[alyssadedicatoria3\\_4fg@indeedemail.com](mailto:alyssadedicatoria3_4fg@indeedemail.com)

+971-505107740

Filipino and English. Knowledgeable in Microsoft Offices. Can work under pressure. Good in interpersonal and communication skill. Flexible in any work environment.

I hereby certify that all the information given was valid and certain. I hope to see and talk to you in the future. Have a nice day!

Respectfully yours,

Alyssa D. Dedicatoria

Willing to relocate to: Dubai - Sharjah - Abu Dhabi

## Work Experience

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### Customer Service Representative

Conduit Global PH - Laguna

October 2017 to January 2019

- Tasked to answer inquiries and concerns of Verizon (Telco) Customers through phone.
- Screened phone calls and assisting clients to their queries particularly with regards to products and services that we are offering.
- Imparting knowledge of the user interface with every buyer/ seller for their convenience.
- Troubleshooting all inquiries from customer either network related or device related.
- Providing options and resolution for every concern.

### Office Coordinator / Reservation

JHUNLI TRANSPORT / JHUNLI TRAVEL AND TOURS

March 2017 to January 2019

- Plan meetings and take detailed minutes & organize and schedule appointments
- Write and distribute email, correspondence memos, letters, faxes and forms
- Handle client inquiries through multi-channel communication (telephone, email, live chat etc.) to ensure the satisfactory Customer Experience.
- Follow up with customers to schedule service appointments, reminder calls, inquiry resolution in a professional and respectful manner.
- Perform other duties and tasks as directed by management
- Maintaining log of calls received to provide details of incoming and not answered calls to concerned parties.
- Providing admin support to the entire office if and when required
- Assist in the preparation of regularly scheduled reports

- Develop and maintain a filing system
- Act as the point of contact for internal and external clients and maintain contact lists
- Book travel arrangements

### **Admin Assistant /Telesales Executive / Sales Coordinator**

BHATIA BROTHERS

November 2014 to November 2016

Screened phone calls and assisting clients to their queries particularly with regards to products and services that we are offering.

- Preparing quotations, billing arrangements, payment terms and deliveries.
- Maintaining and increasing sales target by demonstrating sales skills, patience, eagerness to close every deal and providing great customer service for client's satisfaction.
- Preparing sales report and prospective clients list.
- o Conducting Telemarketing every week.
- Ensuring that every detail request from every guest will be attended and will be given actions during the event.
- Handling the database (CRM system)
- Looking for new perspective clients

### **PA to the Director of Sales / Office Coordinator /Sales Account Executive**

ST. FRANCIS GROUP OF COMPANIES

January 2013 to February 2014

January 2013 - February 2014

- Screened phone calls and assisting clients to their queries particularly with regards to products and services that we are offering.
- Write and distribute email, correspondence memos, letters, faxes and forms
- Conducting client visit and sales call for prospective clients.
- Preparing Proposals, Contracts, Reservations, Guest's Folio, Banquet Orders, Billing Invoices and receipts.
- Maintaining and increasing sales target by demonstrating sales skills, patience, eagerness to close every deal and providing great customer service for client's satisfaction.
- Preparing sales report and prospective clients list.
- Conducting Telemarketing every week.
- Ensuring that every detail request from every guest will be attended and will be given actions during the event.

### **Communication Training - Account Representative**

GLOBAL COMMUNICATION & MANAGEMENT ACADEMY

July 2012 to January 2013

Tasked to answer inquiries and concerns of eBay Customers thru phone.

- Screened phone calls and assisting clients to their queries particularly with regards to products and services that we are offering.
- Imparting knowledge of the user interface with every buyer/ seller for their convenience.

## **Education**

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## **Bachelor of Science degree in Hotel and Restaurant Management in Hotel and Restaurant Management**

ST. SCHOLASTICA'S COLLEGE - Manila

2008 to 2012

## **Diploma**

PANORAMA MONTESSORI SCHOOL

2004 to 2008

## Skills

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correspondence (2 years), CRM (2 years), Customer Service (4 years), RECEPTIONIST (4 years), RETAIL SALES (4 years), Sales Executive (3 years), Admin (4 years)

## Additional Information

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### SKILLS:

- Computer Skills (MS OFFICE - Word, Excel, PowerPoint, Publisher & Internet)
- CRM Microsoft
- Keyboard Typing (35 words/ minute)
- Knowledgeable in office correspondence (coordinating phone calls, appointments & office emails)
- Communication Skills (Fluent and conversant in English and Filipino)
- Flexible and attentive to details.
- Goal driven and customer service oriented
- Fast learner and can function well under work pressure.
- Completed a training course in Call Center (TESDA Accreditation).