

Ivy Tan

Receptionist Operator - Rotana Resorts and Villas Saadiyat

Abu Dhabi

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To further my professional career in a world class company. Seek to diversify my skill and to lead, challenge and be challenged in a marketing strategy or business/market development position. Analyze and improve marketing, sales and operational performance. Develop products, markets and relationships.

Work Experience

Receptionist Operator

Rotana Resorts and Villas Saadiyat - Abu Dhabi

January 2018 to Present

- Greet and welcome guests as soon as they arrive at the Hotel.
- Direct Guest's, Answer, screen and forward incoming phone calls
- Provide basic and accurate information in-person and via phone/email
- Receive, sort and distribute daily mail/deliveries
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges)
- Order front office supplies and keep inventory of stock
- Update calendars and schedule meetings
- Arrange travel and accommodations, and prepare vouchers
- Keep updated records of office expenses and costs
- Perform other clerical receptionist duties such as filing, photocopying, transcribing and faxing

Sales & VM

Giordano Fashion LLC - Abu Dhabi

2016 to 2017

- Greeting customers, responding to questions, improving engagement with merchandise and providing outstanding customer service
- Operating cash registers, managing financial transactions
- Achieving established goals and targets
- Visualized merchandise, maintaining an orderly appearance throughout the sales floor
- Increasing in store sales
- Superior product knowledge
- Introducing promotions and opportunities to customer
- Cross selling products to increase purchase amounts

Sales

KINOKUNIYA International Store

2013 to 2013

Japan

- Sell to key retail accounts and develop relationships at store management
- Plan daily activities, and provide daily recap of results and accomplishments to management team
- Contact new and existing customers to meet and exceed sales objectives
- Deliver exceptional customer service
- Organize, rotate and stock shelves during each store visit
- Participate in sales meetings, on-site training, and remain educated in company policy and industry trends and developments
- Negotiate and use persuasion skills to overcome objections

Education

Choioryou Japanese Language Center
2012 to 2012

Bachelor of Science in Tourism Management in BSTM

Polytechnic University of the Philippines College
2007 to 2010

High School

Philippines
2003 to 2007

Skills

Flexibility, Communication, working under pressure, Decision making, Time management, Self-motivation, Conflict resolution, Leadership, Adaptability, Teamwork, Innovative, Physical and technical., Front Desk, Front Office, Reception

Additional Information

Flexibility, Communication, working under pressure, Decision making, Time management, Self-motivation, Conflict resolution, Leadership, Adaptability, Teamwork, Innovative, Physical and technical.