



# THEINT THEINT HTWE

## My Contact

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📍 No.(203),Salam Tower, Tourist Club Area ,Abu Dhabi

## Skill

- Guest services
- Communication skills
- Interpersonal skills
- problem solving
- Organization skills
- Billing and invoice
- Microsoft office suite
- PMS system
- Under pressure and time management

## Personal Data

- B.O.D - 23, June 1998
- Nationality - Myanmar
- Marital Status - Single
- Gender - Female
- Religion - Buddhist

## Language

- English
- Myanmar

## Educational Background

University - Bachelor of Arts of English  
(Complete 2019)

Tarining - Microsoft office  
Course(Complete 2018)  
Human Resource Management  
Course (Complete 2017 )

## Summary

Enthusiastic customer service seeks to help facilitate daily operations, execute tasks and directives, and assist as a team member in maximizing short and long term initiatives, goals, and future objectives.

## Professional Experience

### Zealous General Trading (Customer Service Associate)

2023 - Present

Key responsibilities:

- Greet customers entering the store to understand what each customer wanted or needed.
- Operat cash register with proficiency.
- Discuss with customers and give advices on general trends in fashion world and developments in luxury market, showing passion for fashion and luxury products.
- Ensure the achievement of individual and store goals, enhancing and developing the business.
- Contributes to team effort by accomplishing related results as needed.

### Corniche Hotel Abu Dhabi ( Receptionist)

2021 - 2023

Key responsibilities:

- Making reservations by phone and in person.
- Checking guests in and out of their rooms.
- Keeping the reception area clean and tidy at all times.
- Filing all paperwork, receipts, and reservations.
- Keep records of room availability and guests accounts, manually or using computers.
- Perform bookkeeping activities, such as balancing accounts and conducting rightly audits.

### Ngwe Moe Hotel (Guest Service Agent)

2019 - 2021

Key responsibilities:

- Successfully handled guest inquiries and complaints in a timely and professional manner.
- Provided friendly and efficient guest service to guests and visitors.
- Effectively managed check-in and check-out procedures for guests.
- Processed cash and credit card payments in an accurate and timely manner.
- Demonstrated superior problem-solving and conflict resolution skills.
- Proactively assisted guests with their needs and inquiries.