



Contact

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Email

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Address

Khalidiya St. Abu Dhabi, UAE

Education

2003

Certified Nursing Assistant

Al Resalah Consultancies & Training, Abu Dhabi UAE

2009

BS Information Technology

University of Baguio, Philippines (Undergrad)

Expertise

- Customer Service
- Communication
- Management Skills
- Sense of professionalism
- Problem solving
- Adaptability

Verna Pedroche Dolores

"To achieve challenging growth in a position that will enhance and utilize my experience through achievement of both company and personal goals."

Experience

2014 - Present

Twinkle Beauty Spa | Abu Dhabi, UAE

Receptionist

- Answer all incoming calls in a professional and courteous manner, providing accurate information about the spa's services, products, promotions, and scheduling
- Greet guests upon arrival and provide them with a tour of the facilities, explaining the different services offered and answering any questions they may have
- Schedule appointments for guests, ensuring that they are booked for the correct services at the most convenient times
- Check guests in and out of their appointments, keeping track of their service history and preferences
- Adhere to all company policies and procedures

2012 - 2014

National Corporation for Tourism and Hotel | Abu Dhabi, UAE

Office Assistant

- Organize office and assist associates in ways that optimize procedures
- Sort and distribute communications in a timely manner
- Create and update records ensuring accuracy and validity of information
- Monitor level of supplies and handle shortages
- Resolve office-related malfunctions and respond to requests or issues
- Coordinate with other departments to ensure compliance with established policies
- Maintain trusting relationships with suppliers, customers and colleagues
- Perform receptionist duties when needed

2011 - 2013

Tryst Builders Incorporation | Philippines

Secretary

- Answering calls, taking messages and handling correspondence
- Maintaining diaries and arranging appointments
- Typing, preparing and collating reports
- Implementing new procedures and administrative systems
- Liaising with relevant organisations and clients
- Coordinating mail-shots and similar publicity tasks
- Logging or processing bills or expenses