

DIANNA ROSE MATUPID

2-23-18

TIN # (250 672 752) - to be updated to married status

SSS # (04-1506398-8)

Pag-ibig # - ~~still waiting~~ (121219499539)

Phil Health - ~~to apply~~ on husband's beneficiary



Objective: Look for an opportunity to work with a stable and productive company that would match my skills and potentials.

SUMMARY OF SKILLS/QUALIFICATIONS:

- More than 4 years experience in Hospitality Industry (including a 5-star hotel experience)
- Secretarial experience in the field of Operation, Sales and Administration
- Highly trained in customer service
- Strong communication and interpersonal skills
- Adept in office systems and procedures
- Certified multi-tasker
- Able to work under minimum supervision
- Fast learner and able to prioritize tasks and deadlines

WORK EXPERIENCES:

EXECUTIVE SECRETARY

Cateriya Catering Hospitality LLC

www.cateriya.ae

(Contact Person: Mr. Imad Abdallah, Business Development Director)

imad@cateriya.ae

+971502987621

Dubai, UAE

October 2010-April 2012

- Handle and assume overall responsibility of Cateriya's Banquet, Operations and Admin Department.
- Responsible for providing secretarial, clerical and administrative support in order to ensure that services are provided in an effective and efficient manner
- Report to Operations Manager and provides senior level of secretarial services for Sales, Banquets and Production Departments
- Receive, direct and relay telephone and fax messages and office documents
- Maintain general filing system
- Assist in the planning and preparation of meetings

Dianna Rose Matudio

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Landline No.: 043-4416039

Mobile No.: +63998-404-4357

Email Add.: dianna_rose1005@yahoo.com



- Prepares office memorandums, sales proposals and menus, banquet event orders and all other office documents
- Prepares professional email correspondences
- Maintaining office systems, policies and standard procedures.

RESERVATIONS CALL CENTER AGENT-Restaurants

(Madinat Jumeirah, Jumeirah Beach Hotel & Jumeirah Emirates Towers)

Jumeirah International

www.jumeirah.com

(Contact Person: Mr. Mondraye Meneses / Reservations Manager)

Mondraye.meneses@jumierah.com

Dubai, UAE

July 2007 – October 2010

— Restaurant reservations

- Responsible in all restaurant bookings of over 50 Restaurant Outlets of 3 Jumeirah Business Units. Bear full and comprehensive up to date knowledge of all restaurant outlets of Madinat Jumeirah (Mina A' Salam Hotel, Al Qasr Hotel and Madinat Souk), Jumeirah Beach Hotel, and Jumeirah Emirates Towers. This includes all restaurant policies, menu prices, buffet prices, and cuisines for every restaurant outlets, operating hours, special events, promotions and other restaurant products and services.

CUSTOMER SOLUTIONS SPECIALIST

Siemens Business Services

US Toshiba Account

Eastwood City, Philippines

November 2006-February 2007

16K

Teleperformance

US Sprint Account

Ortigas, Philippines

December 2005-February 2006

— TELCO - CSR - 12K

- Provide professional and efficient customer support/service function for all the client projects in line with the contractual requirements via phone and handle customer's problems arising from various products supported.

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SALES SUPPORT STAFF

Megaboards Corporation

Makati City, Philippines

January 2005-July 2005

- Act as the front liner of the company dealing with outdoor advertising. Attend to customer needs in the most efficient manner mostly on phone and personal interaction basis. Handle product bookings and communicate with sales director. Conduct sales report, minutes of meeting and other administrative duties. Oversee product development or monitor trends that indicate the need for new services

WAITRESS

Manila Diamond Hotel (5*)

Manila, Philippines

June-December 2004

- Serve food and beverage to guests in accordance to the prescribed hotel standards. Ensure guests are enjoying their meals and take actions to correct any problems. Bus out or clear empty dishes and glasses. Prepare the bill/check of the guests through micros and handling it to the guests. Stock service areas with supplies such as coffee, food, tableware, and linens. Maintain good rapport with the guests. Perform other duties that are reasonably required

EDUCATIONAL ATTAINMENT:

College/University:

Field of Study: Bachelor of Science in Tourism and Hotel and Restaurant Management (4th year level)

Name Of School: Batangas State University, Batangas City Philippines

June 1999-2004

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PERSONAL INFORMATION:

Age: 35 Years Old
Civil Status: Married
Weight: 120 lbs

Date of Birth: 05 October 1982
Citizenship: Filipino
Height: 162.56 cm

I attest to the veracity of the foregoing information.

