



# FATIMA LORRAINE IBARRETA

## Contact Details:

Address : Maidan Hawally, Kuwait

☎ + 965-98940075

📞 +965 -98940075

💻 [fatimalorraine23@gmail.com](mailto:fatimalorraine23@gmail.com)

## Personal Information:

Nationality : Philippines

Gender : Female

Date of Birth : January 23, 1989

Language : English, Arabic, Filipino

Article No. : 18 Transferable

## Job Qualification:

- Accountant
- Executive Secretary
- Hotel Reservation Supervisor
- Front Office Supervisor
- Office Clerical Jobs

## OBJECTIVE:

To obtain meaningful and challenging position that will enables me to confidently employ my diversified skills and intelligence for personal growth and professional advancement while working at my best positive contribution.

## EDUCATIONAL QUALIFICATION:

- **Bachelor of Science in Commerce Major in Banking and Finance** at University of Saint Anthony (Year 2013).
- **Computer Secretarial** a 2 year course at University of Saint Anthony (Year 2010).

## WORK EXPERIENCES:

- **Bureau of Internal Revenue- Internship**

Assigned in Assessment Division from June until August of 2013.

- Directly report to the assessment division supervisor.
- Assisting assessment supervisor with the tax payer documents for assessing their payable taxes.
- Making sure that documents as properly filed.

- **Land Bank of the Philippines- Internship**

Assigned Loan Section from November 2013 until February of 2014.

- Sorting cheques and money denominations
- Assist with the costumers with their cheques and Documents.
- Make sure that all the cheques are being filed with corresponding documents and scanned through the system.

- **Bravo Royal Hotel Suite, Kuwait**

Reservation Supervisor cum Front Office In charge from July 2014 up to present.

### **Front Office Supervisor**

Primarily supervises front office team members to ensure efficient and smooth operations for producing excellent feedbacks and guest satisfaction.

- Make sure that receptionist postings for the room charges and payments are correct.
- Train, resolve issues/problems and coach and counsel the front desk team members to ensure a quality operation.
- Cross Check all billing instructions are correctly updated.
- Supervise daily shift process, ensuring all team members adhere to standard operating procedures.
- Responds to telephone and in-person inquiries regarding reservations, hotel information and guest concerns.
- Organize and maintain files and records; update when necessary
- Create and maintain updated documents and spreadsheets
- Oversee sorting and distribution of incoming mail and prepare outgoing mails.
- Controls cash transactions at the front desk and maintains complete responsibility for the collections.
- Performs other duties as assigned, requested or deemed necessary by management.
- Operate office equipment and systems required like Opera and the Police Report input.
- Perform inventory of office supplies and order what is needed.



# FATIMA LORRAINE IBARRETA

## **Contact Details:**

Address : Maidan Hawally, Kuwait

☎ + 965-98940075

① +965 -98940075

💻 [fatimalorraine23@gmail.com](mailto:fatimalorraine23@gmail.com)

## **Personal Information:**

Nationality : Philippines

Gender : Female

Date of Birth : January 23, 1989

Language : English, Arabic, Filipino

Article No. : 18 Transferable

## **Job Qualification:**

- Accountant
- Executive Secretary
- Hotel Reservation Supervisor
- Front Office Supervisor
- Office Clerical Jobs

## **Reservation Supervisor**

Primarily supervises the reservation functions for the hotel ensuring all reservations are processed in a pleasant, professional and efficient manner.

- Ensure reservation department and Front Office staff are constantly aware of availability states open, on request, closed dates, high demand dates etc.
- Responds to all guest reservation requests and executes prompt, courteous and accurate guest service at all times.
- Create and manage rates and packages for individuals and Corporate Guest.
- Track all reservations picked up from all On-line channels like hotel website, OTA, GDS, other third party etc.
- If there are failed reservations to update the Hotel software then process those reservations manually.
- Co-ordinate with the Channel manager, or software vendors for any availability, rate or booking integration issues.
- Handle external systems like channel Manager, Web booking engines, Rate comparison tools, Online Travel Agents extranets etc.
- Update No-shows and cancellations on all OTA's without fail to avoid and unwanted commissions.
- Responsible for maintaining Rate parity across all booking Channels (Website, OTA, GDS, Travel Agents Etc.)
- Adjust rates according to suggestions from Yield or Revenue management systems.
- Verify all reservations taken on the reservation forms are updated on the PMS without fail.
- Process retentions, no-show and cancellations as per the hotel policy and procedures.
- Keep records of room availability, rates, amendments, daily reservation pickup, rooms on book, cancellations, no-show, etc.
- Receive contracts detailing room allotments and creates allotments on the hotel management system.

## **Administrative Assistant**

Do the all the task of the accountant in the absence of the hotel accountant.

- Collect all the cash revenues and verifies all the payment transaction within the receipts.
- Prepare the daily revenue report and cash flow report.
- Prepare Invoices and send to corresponding companies for collection.
- Maintains customer confidence and protects operations by keeping financial information confidential. Prepares asset, liability, and capital account entries to compile and analyze all the account information.
- Posting and processing journal entries in ALSHAMEL ACCOUNTING SOFTWARE to ensure all business transactions are recorded.
- Updating accounts receivable, accounts payable, perform reconciliations and prepare all the financial report for the month end and year end closing.
- Handle Employees payroll and benefits and duty roster for the employees proper duty timing.
- Maintaining/Purchasing all the materials/supplies and making sure that it is all sufficient in utilizing the hotel business while doing Cost control to reduce business expenses to increase profits.
- Handling the petty cash and perform reimbursement.
- Maintaining bank balance are adequate and issues settlements/ Cheques for payment.



# FATIMA LORRAINE IBARRETA

## Contact Details:

Address : Maidan Hawally, Kuwait

☎ + 965-98940075

📞 +965 -98940075

💻 [fatimalorraine23@gmail.com](mailto:fatimalorraine23@gmail.com)

## Personal Information:

Nationality : Philippines

Gender : Female

Date of Birth : January 23, 1989

Language : English, Arabic, Filipino

Article No. : 18 Transferable

## Job Qualification:

- Accountant
- Executive Secretary
- Hotel Reservation Supervisor
- Front Office Supervisor
- Office Clerical Jobs

## **ACHIEVEMENTS & AWARDS:**

- Chief Girl Scout of the Philippines  
(Awarded in the Malacañang Palace-Year 2005)
- Passes Civil Service Commission Examination  
(CSC Examination 2012 – Regional 5)
- 2 times Employee of the Month  
(Bravo Royal Hotel Suites, Kuwait)

## **COMPUTER SKILLS:**

- Knowledgeable in all Microsoft Office (Word, Excel, PowerPoint, Access, Publisher etc.)
- Advance Microsoft Excel (Using shortcuts and formula functions, Charts and Graphs, Sorting and Filtering data's, Utilizing pivot tables and other VBA functions.
- Knowledgeable in Adobe Applications (Photoshop, Illustrator and PremierPro)
- Website and App Builder (Using Wordpress.com and Wix.com) and some basic computer coding.
- Well familiarized in Hotel Opera System, Accounting software like Alshamel, Quickbooks and Salon Shortcut Software.
- Well knowledgeable with the booking sites  
(Booking.com/Agoda/Expedia/ Yamsafer etc.)

## **PROFESSIONAL EFFICIENCIES:**

- With initiative and ability to work independently and safely with minimal supervision.
- Highly motivated and driven with strong desire to excel.
- With good communication and interpersonal skills.
- Can easily adapt in a fast paced environment and have the ability to multi-task.
- Deadline-Oriented, attention to details and reporting research results, with confidentiality and in timely manner.

*I hereby certify that the above information are true and correct to the best of my knowledge and belief.*

**FATIMA LORRAINE V. IBARRETA**  
APPLICANT

---

References is Available upon request.