****

MAUREEN ULANDAY PILARIZA

**AIRPORT ROAD**

**ABU DHABI, UNITED ARAB EMIRATES**

***Email address:*** *maureen\_14pilariza@yahoo.com*

***Mobile #:*** *00971-555390882*

***ADMINISTRATIVE ASSISTANT / DOCUMENT CONTROLLER / RECEPTIONIST***

**POSITION APPLIED:**

***Professional Objective:***

To obtain a position in any field at the Company where I can maximize my management skills, and my quality assurance and training experience. A position that would best fit my qualifications and development further my talents and skills for continuous career improvement.

**Executive Profile:**

Highly talented and customer service oriented. Excellent interpersonal skills with ability to work effectively with individuals at all levels. Proven motivational skills, Dedicated, Fast Learner and very much willing to learn more.

**WORK EXPERIENCED:**

**SENIOR RECEPTIONIST CUM ASSISTANT EVENTS COORDINATOR**

**ZADCO AL HOSN CLUB RECREATIONAL AREA**

**ZAKUM DEVELOPMENT COMPANY (ZADCO)**

**ABU DHABI NATIONAL HOTELS COMPASS ME LLC.**

**AIRPORT ROAD, ABU DHABI U.A.E.**

**(JANUARY 11, 2009 - presently working)**

**JOB DESCRIPTION:**

* Maintains professional appearance of the front desk/lobby area.
* Greeting, assisting, dealing with clients & guests.
* Answer telephones and transfer calls to appropriate staff.
* Handling all enquiries & queries ensuring all messages are taken thoroughly and passed to the appropriate member of a team for such an actions.
* Coordinate project and collaborate with the activity coordinator.
* Types and composes a correspondence.
* Creating reports and modify documents using Microsoft Office.
* Setup and coordinate meetings and conferences.
* Maintain and preparing staff weekly duty roaster.
* Handle all filing responsibilities by maintaining accurate records of documents and papers to enable their easy retrieval.
* Assisting other Administrative staff w/ overflow work which includes photocopying, faxing, filing, word processing, data entry & preparing PowerPoint presentation.
* Assisting the Activity Coordinator in organizing such activities of the club; posting advertisements.
* Performing administrative tasks, and overseeing the facilities maintenance and custodial operations.
* Ability to work cooperatively with all the departments and even outside service personnel.

**TRAININGS:**

* **“TELEPHONE SKILLS TRAINING”**

**ZAKUM DEVELOPMENT COMPANY (ZADCO)**

**AL HOSN CLUB, AIRPORT ROAD, U.A.E**

**OCTOBER 07, 2010**

* **FIRE SAFETY TRAINING**

**ZAKUM DEVELOPMENT COMPANY (ZADCO)**

**AL HOSN CLUB, AIRPORT ROAD, U.A.E**

* **CUSTOMER SERVICE TRAINING & ORIENTATION**

**RUSTAN'S COMMERCIAL CORPORATION**

**SHANGRI-LA BLDG. ORTIGAS AVE. PASIG CITY**

**SEPTEMBER, 2005**

**GUEST SERVICE AGENT CUM RECEPTIONIST**

**(OPERA LATEST EDITION)**

**ECLIPSE BOUTIQUE SUITES**

**PO. Box 113499 CORNER OF LIWA ST. NEXT TO KHALIFA ST.**

**ABU DHABI, U.A.E**

JANUARY 16, 2008 – DECEMBER 15, 2008

**JOB DESCRIPTION:**

* Answers phones promptly and appropriately, relays phone calls and messages.
* Ensuring that Guests are comfortable, Welcoming and assisting guests at the Apartments.
* Showing the Guests around the Hotel i.e. all the facilities we provide

and all their expectations met.

* Offering maximum customer service.
* Pro-actively provide assistance to all guests to ensure their stay in the hotel

is pleasurable and memorable.

* Handling and resolving complaints.
* Receiving external and internal calls from In-House guests and directing them to proper destination and appropriate staff i.e. (Room Dining, Housekeeping, and Maintenance etc.)
* Giving Directions of the arrival guests when needed.
* Making Safari Bookings for our In-house guests those who would like to request.
* Handling Wake-Up Calls.
* Making Hotel Occupancy inquiries on different hotel competitors.
* Making Reservations & sending confirmations.
* Blocking of Rooms
* Handling Guests Check-ins and Check-outs.
* Scanning, Updating guests information to be forwarded to CID
* Accepting inquiries regarding the availability of the Hotel.
* Entering and updating such data in receptive software.
* Carry out day to day duties of front desk reception in order to ensure the smooth flow of all the transactions.
* Maintaining the correct balance of the cash float inside the cash drawer.
* Making Showrooms and to promote the Hotel

**SALES EXECUTIVE REPRESENTATIVE**

**HOME SWEET HOME (LAYAAL INC. LLC)**

**MARINA MALL EXTENSION**

**ABU DHABI, UAE**

**(AUGUST 23 –OCTOBER 18, 2007)**

**JOB DESCRIPTION:**

* Count beginning drawer for accuracy at the start of the shift.
* Responsible for cash in register, including completing the Daily Shift Report and returning balanced drawer to manager on duty.
* Ensuring total customer satisfaction by serving 100% good customer service.
* Handling cash from daily sales report and making sales report.
* Accommodating, welcoming and greeting the customer.
* Arranging & displaying merchandise in the selling area.
* Assist the customer & encourage the customer to acquire the product.

**CASHIER**

**RUSTAN’S COMMERCIAL CORPORATION**

**AYALA CITY MAKATI, PHILIPPINES**

**(OCTOBER, 2006 – APRIL, 2007)**

**JOB DESCRIPTION:**

* Responsible for the preparation of the daily inventory report to be submitted to the owner/manager.
* Responsible for any cash discrepancies
* Taking the order of the customer by using point of sales (POS) machine
* Ensuring total customer satisfaction by serving 100% good customer service
* Handling cash from daily sales report and making sales report
* Assisting the customer with their needs in the absence of the sales assistants.

**SECRETARY / ADMINISTRATIVE ASSISTANT**

**LAND TRANSPORTATION OFFICE (LTO)**

**TARLAC CITY, PHILIPPINES**

**(FEBRUARY 2004 – AUGUST, 2006)**

**JOB DESCRIPTION:**

* Answer telephones and transfer calls to appropriate staff.
* Handing all enquiries and queries ensuring all messages are taken and to passed over to the appropriate member of staff for such an actions.
* Receives and transmit inter-office memoranda and documents.
* Perform general clerical duties such as photocopying, faxing, mailing and filing.
* Types and composes a correspondence, assisting some administrative work

(Typing, Filing, Printing, Scanning, etc.)

* Sending and receiving fax, photocopying of documents.
* Show a flexible attitude by taking on additional duties during busy times and for the duration of projects within the organization.
* Other duties as assigned.

**OFFICE SECRETARY**

**(DECEMBER 2000 - DECEMBER 2003)**

**STEADFAST LENDING CORPORATION**

**MC ARTHUR HIGHWAY, POBLACION**

**TARLAC CITY, PHILIPPINES**

**JOB DESCRIPTION:**

* Responsible for typing the complete documents and released the cheque to the customer.
* Responsible to pay monthly bills for credit cards and other bank related.
* Making photocopy, fax, scan, email of the documents according to the needs of the office.
* Filling the documents after the posting of debit and credit of their account to the small and big ledger.
* Answering and receiving phone calls.
* Works of daily routine that includes handling communications with post office, bank, etc. and providing stationery, etc.
* Responsible for daily collection to be exact and tally and deposited to the bank.
* Follow-up the borrower or their past due account.
* Responsible for C.I. or Credit Investigation.
* Responsible for transferring or foreclosure of the collateral if the borrower doesn't comply to meet their duties.

**ACADEMIC ACHIEVEMENTS:**

BACHELOR OF SCIENCE IN ACCOUNTANCY TARLAC STATE UNIVERSITY

JUNE 1993 – March 1996 (undergraduate, 2ND YEAR LEVEL) TARLAC CITY PHILIPPINES

SECONDARY HIGH SCHOOL PANGASINAN NATIONAL HIGH SCHOOL

MARCH 1993 (Outstanding Student) PANGASINAN, PHILIPPINES

PRIMARY SCHOOL BASING ELEMENTARY SCHOOL

MARCH 1989 (RANKING PUPIL) PANGASINAN, PHILIPPINES

**SKILLS:**

* Customer Service Oriented
* Telephone Protocol
* Can Organize any kinds of Activities / Events, Conferences and Trainings
* Knowledgeable in Microsoft Office (MS Word, MS Excel, MS PowerPoint)and MS Outlook
* Computer Literate

**PERSONAL INFORMATION:**

* Filipina, 37 years old, born on 14th October 1976; Female, 5 feet and 3 inches tall with 120 lbs.
* Proficiency in Microsoft Office(MS Word, MS Excel & MS PowerPoint & MS Outlook)
* Knowledgeable in SAP applications
* Handles work under pressure in a demanding & challenging environment.
* Flexible, Trustworthy; Self Reliant and dedicated to work
* Possess strong Analytical and Problem solving skills;
* Responsible for Highly motivated; Pleasant personality with good communication skills
* Excellent in Team Works; VISA STATUS: TRANSFERRABLE VISA

***I certify that all information and data I have stated above are true and correct and any falsehood shall be sufficient cause for rejection of my application.***

Applicant’s Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

MAUREEN U. PILARIZA

***References & Authenticated Documents are available upon request.***