

Cheryl

Personal Assistant



Personal Information

Birthdate	1974
Zodiac sign	Capricorn
Nationality	— Philippines
Marital status, own children	Single, (two children in Philippines with grandmother)
Place of Birth	Philippines
Location	UAE, Dubai
Driving License	No
Have a car	No
Sports	— Outdoor activities
Areas of interests	— Healthy lifestyle
About myself	Experienced Front Desk professional offering superior hospitality service. Highly skilled in managing reservations, mitigating dissatisfaction and increasing guest loyalty through targeted service. Proficient in Excel, Power Point and MS Word, with friendly and decisive approach to resolving challenges.

Education

1991 - 1997	Bachelor of Arts: Political Science, Higher education, University of Eastern Philippines ,
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Working experience

December 2024 - till now
UAE, Dubai.
Sales Executive

VESIMI FASHION LLC

My role includes

Learned and frequently used multiple sales systems to investigate, track and correct customers' issues.

Organized store merchandise racks and displays to promote and maintain visually appealing environments.

Helped cultivate and maintain business relationships by professionally handling partner and customer needs.

Documented customer complaints and completed corrective action requests.

Assisted customers with sales needs such as inventory and shipping questions.

Worked independently with minimal supervision.

Built diverse and consistent sales portfolio.

Informed customers of promotions to increase sales productivity and volume.

Met with customers to discuss and ascertain needs, tailor solutions and close deals.

Prepared and deliver customer sales quotes.

February 2021 - March 2023

UAE, Dubai.

Front Desk/Concierge Agent

AL FAJER FACILITIES MANAGEMENT LLC

My role includes

Answered multi-line phone system to respond to inquiries and transfer calls to correct departments and personnel.

Greeted visitors and customers upon arrival, offered assistance and answered questions to build rapport and retention.

Handled tasks and responsibilities for front office employees during periods of understaffing.

Arranged for transportation to and from airport, train station and events for visitors.

Maintained front desk's concierge book to provide visitors with access to relevant local information.

Remedied issues quickly and effectively through active listening, conflict resolution and dynamic communication skills.

Explained security policies and procedures to guests and hotel staff to promote visitor confidence and safety.

Developed and maintained courteous and effective working relationships.

Increased customer satisfaction by resolving issues.

Actively listened to customers' requests, confirming full understanding before addressing concerns.

Demonstrated respect, friendliness and willingness to help wherever needed.

Learned new skills and applied to daily tasks to improve efficiency and productivity.

Reason for leaving	Offered better job
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March 2018 - November 2020

UAE, Dubai.

Retail Sales Associate

VESIMI FASHION LLC

My role includes	Learned and frequently used multiple sales systems to investigate, track and correct customers' issues. Organized store merchandise racks and displays to promote and maintain visually appealing environments. Helped cultivate and maintain business relationships by professionally handling partner and customer needs. Documented customer complaints and completed corrective action requests. Assisted customers with sales needs such as inventory and shipping questions. Worked independently with minimal supervision. Built diverse and consistent sales portfolio. Informed customers of promotions to increase sales productivity and volume. Met with customers to discuss and ascertain needs, tailor solutions and close deals. Prepared and deliver customer sales quotes.
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Reason for leaving	Offered better job
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February 2013 - December 2017

Philippines.

Encoder

PROVINCIAL CAPITOL ASSESORS OFFICE

My role includes	Obtained scanned records and uploaded into database. Managed documents by organizing forms, making photocopies, filing records, preparing correspondence and creating reports. Completed daily data back-up to secure records. Extracted information from database to compile reports for audit process.
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Reason for leaving	Offered better job
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Health

Smoker	No
Epileptic	No
Diabetic	No

Colour blind	No
Dyslexic	No
Vegetarian	No
Have you had a medical exam within the last 6 months?	Yes
Allergies	No

Additional information

English	C2 - Fluent
Tagalog	Native
Personal characteristics	Responsible, punctual, reliable, active, positive, qualified, experienced
Key skills	Ability to adapt to all kind of situations quickly. Ability to work under pressure or stressful conditions. Ability to work using your own initiative, taking on extra responsibility. Excellent communication and people skills at all levels. 24/7 full time working experience
Are you ready to take a polygraph if it's required by employer?	Yes
ID	32708

Excellent references available on request