**EXECUTIVE SECRETARY**

Dear Sir / Madam,

I am Ma. Theresa Isabel A. Sarmiento, who has over four (4) years of UAE experience working in a fast-paced hospitality industry demanding genuine flair of quality customer service.

May I express my profound interest and request your kind assistance to obtain the right assignment which would best suit my qualification in your esteem organization. I am currently residing in Al Ain, Abu Dhabi United Arab Emirates and it would be my honor to have me scheduled for interview at your convenience.

Kindly refer to the resume attached herewith for further detailed information with regards to my employment history and educational background.

Thank you very much and I am looking forward to your positive response.

Respectfully yours,

**MARIA THERESA ISABEL A. SARMIENTO**

Applicant

**MARIA THERESA ISABEL A. SARMIENTO**

**Mobile no: 050-5738591**

**Email address:** [**tessa\_isabel@yahoo.com**](mailto:tessa_isabel@yahoo.com)

**OBJECTIVE:**

To secure a position with a well established organization that offers continual learning, growth and opportunity for career advancement wherein I can also be of constructive help in accordance with my training and professional experience.

**SUMMARY OF QUALIFICATIONS:**

* Expertin Fidelio, Opera and Alcatel systems
* Personable with courteous and efficient telephone / customer service skills
* Able to work in a fast - paced environment
* Self motivated with the ability to take and follow directions accurately
* Capable of working under minimum supervision
* Friendly with positive attitude and proven team-player
* Positive and professional attitude; good discernment

**EMPLOYMENT HISTORY:**

**Receptionist – Front Office Department**

*Rotana Hotel (United Arab Emirates)*

*October 2010 – Present*

* In charge with bookings (Check-in/Check-out) – coordinates guests / clients prior to arrival
* Answers multiple line telephones, greets the public, may assist with marketing
* Understand, comply with and promote all rules and regulations regarding residents’ rights; promote positive relationships with residents, visitors, and regulators, to include presenting a professional appearance and attitude
* Assists with Business Office functions to include administrative support
* Attend and participating in orientation, training and educational activities and staff meeting
* Participates in Quality Improvement activities as assigned

**Telephone Operator – Front Office Department**

*Rotana Hotel (United Arab Emirates)*

*October 2006 – October 2010*

* Answer all incoming telephone calls and transfer calls to the appropriate staff member/department
* Receive, direct, and relay telephone and fax messages
* Direct the general public to the appropriate staff member
* Respond to public inquiries
* Provide word-processing and secretarial support
* Maintain a tidy work environment

**Sales Executive**

*Moldex Realty Marketing Incorporated (Manila, Philippines)*

*February 2006 – June 2006*

* Distribution of building goods and services
* Negotiation with customers
* Clerical works

**Sales Representative**

*Kamiseta (Manila, Philippines)*

*July 2005 – January 2006*

* Endorsing the products of the company
* Dealing with customer’s request and complaints

**Secretary**

*Red Gallery (Manila, Philippines)*

*July 2004 – May 2005*

* Handling day-to-day operations of the company
* Computing and balancing accounts of the company
* Managing inventory management and product pricing
* Negotiation with clients

**Production Crew and Cashier**

*Dunkin’ Donuts (Manila, Philippines)*

*June 2003 – May 2004*

* Maintaining standard food quality product
* Ensures good customer service
* Providing inventory of the products

**TRAININGS AND SEMINARS**

* Human resources Secretary (Cross Trainings)
* Room Reservations (Cross Trainings)

**EDUCATIONAL BACKGROUND**:

**Marikina Institute of Science and Technology**

***Food Technology*** (vocational)

2000-2002

Manila, Philippines

**PERSONAL INFORMATION**:

Nickname: Tessa

Birth date: May 31, 1982

Birthplace: Quezon City, Philippines

Religion: Roman Catholic

Height: 5 feet and 5 inches

Passport No.: P PHL EB 0664822

Visa Status: Employment Visa (with NOC)