

MARIA BANGELES

MARIA JOANNE TIENDA BANGELES



Address: Msherieb, Doha, State of Qatar

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Date of Birth: 1988

Nationality: Filipino

Marital Status: Single

CAREER OBJECTIVE:

Dedicated Guest Service Agent and Front Office Supervisor with the total of 7 years' experience motivated to maintain guest's satisfaction and to contribute success for the company. Self – reliant and smart driven that can work under pressure with less supervision.

COMPETENCIES:

- Stamina to stand for long periods Computer literacy
- Ability to stay calm under pressure Able to work flexible schedule
- Knowledgeable in OPERA System

EMPLOYMENT RECORD:

GOVERNOR WEST BAY SUITES AND RESIDENCES *Qatar*
Front Office Supervisor Aug 2012 – Present

Duties and Responsibilities:

- Supervise the efficient operations of reception including check in/out procedures
- Demonstrate a high level of customer service at all times
- Monitor the appearance, standards and performance of the Front Office Team with an emphasis on training and teamwork
- Assist others wherever necessary and maintain good working relationships with Team Members
- Support the team in handling guest requests and enquires to ensure a positive outcome.
- Greet and register incoming guests.
- Process guest folios and collect payment.
- Administer and manage cash handling responsibilities.
- Handle guest requests and concerns promptly and with courtesy.
- Assist guests with any inquiries regarding local entertainment, restaurants or transportation.
- Maintain efficient and effective flow of information with guests and all internal departments.
- Handle additional duties as needed by guests or management.

GUARANTEED MARKETING INC. *Philippines*
Data Encoder

July 2011- May, 2012

Duties and Responsibilities:

- Responsible for sales order processing and after-sales transactions.
- Provides quality customer service to external clients and conducts data. Analysis and sales reports generation whenever necessary.
- Searching and recording data or information on a database.
- Managing database of the customer.
- Responsible for encoding the details of the client.

GLASIPHICA WORLD CORPORATION *Philippines*

Sales Secretary

Jan to Dec. 2010

Duties and Responsibilities:

- Attend to telephone calls actively and professionally.
- Manage and/or coordinates with other departments when necessary.
- Draft correspondences, emails and memos within the department.
- Records and ensure timely appointments, meetings of the department head
- Organizes and filing of documents from clients and suppliers' transactions.
- Compile reports, manuals and company profiles as necessary.

PHILIPPINE PRUDENTIAL LIFE INSURANCE *Philippines*

Promotion Officer

Jul 2008-Jul 2009

Duties and Responsibilities:

- Develop (as a part of club/group plan) in conjunction with the Marketing and Promotions Committee the club/group marketing plan.
- Work with the treasurer to develop a budget for the marketing plan
- Oversee the implementation of the strategies in the marketing plan
- Submit regular reports to the club/group committee

ON THE JOB TRAININGS ATTENDED:

South East Asian Fisheries Development Center

Library Department
Iloilo, Philippines
Office Assistant cum Secretary

Prime Communication

19/ F The Taipan Place, Jr. Road
Ortigas Center, Pasig City
Office Assistant cum Secretary
January 15 to April 15, 2008

EDUCATIONAL ATTAINMENT:

Asian Institute of Computer Studies, Lagro, Philippines

Associate in Computer Science, April 2008

REFERENCES:

Mr. Louay Moallem, OP MGR. Governor West bay, Doha +974 66411182

Ms. Marris Hubbard, formal HR. Director +974 6655 8610