

Curriculum Vitae

GELIE MARIES N. DIAMANTE

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OBJECTIVE:-

To obtain a Suitable Position with your Company so that I can act on the Skills and Experience I have obtained in past positions.

WORK EXPERIENCES:-

S.NO	POSITION	NAME OF COMPANY	Year
1	Reservations Supervisor	Gulf Suites Hotel, Amwaj	March 2018 - Present
		<i>Nominated & won Employee of the Month (July 2019)</i>	<i>July 2019</i>
2	Reservations In-Charge	Ramee Group of Hotels	2009 - 2016
3	Administrative Assistant	New Millennium School (Delhi Public Society)	2005 - 2006

PART TIME WORK EXPERIENCES:-

S.NO	POSITION	NAME OF COMPANY	Year
1	Cashier / Bartender	Rics Kountry Kitchen (American Restaurant & Bar)	July 2017 & February 2018
2	Cashier – Merchandise (F1-Grand Prix)	Bahrain International Circuit	April 2016 & April 2017
3	Cashier	Judys Cake Shop	June 2017

ACADEMIC HISTORY:-

Name of Institution	Board /University	Year
The Gulf Academy	Travel & Tourism Management	2001- 2003
Philippine School of Bahrain	Diploma	1995 - 2001
Philippine School of Bahrain	Citizen Army Training Certificate	1999 - 2001

PERSONAL TRAITS

- ☐ Excellent Interpersonal Skills, Right Attitude & Multitasking skills.
- ☐ Strong Oral & Written communication skills, High level of Integrity.

- ☐ Demonstrated ability to work with individual with diverse backgrounds.
- ☐ Track records of delivering results in a fast pace environment
- ☐ Strong Problem Solving Skills.
- ☐ Keen attention to detail along with strong Organizational skills and the ability to prioritize & execute on a plan.
- ☐ Flexible, Willing and able to keep up with changing priorities.
- ☐ Excellent Customer Service Skills.
- ☐ Good mental ability & high moral standards.
- ☐ Standards Foster a collaborative, respectful team environment.

JOB DESCRIPTION

- ☐ Supervising teams and provide training to the new employees.
- ☐ Dealing with Customers in order to ensure their needs are met.
- ☐ Coordinating with Front Offices / Managers & Accounts Department.
- ☐ Dealing with well known GDS / Websites clients i.e (Booking.com, Agoda, GTA, DOTW, Expedia, Pegasus, Sabre and of course our multiple own websites).
- ☐ Handling all arrival issues and present solutions to Customers at any given time.
- ☐ Handling bookings for our other hotels branches as well in Dubai, Abu Dhabi, Muscat & India.
- ☐ Ensure all the customers needs are met.
- ☐ Dealing with Customers Compliant in an efficient manner enable to keep the Company Image always high.
- ☐ Quick Response to the customers at any given time.
- ☐ Assisting in maintaining an organized, efficient and professional office environment
- ☐ Provide staff support in the form of clerical and related office / guest services
- ☐ Provides assistance and support to the district administrator, administrative team and school board to assure the effective and efficient operation.
- ☐ Assisting the Director of Finance with the maintenance of records and filing of reports and ensures absolute confidentiality of information, files and records
- ☐ Attend board meetings.
- ☐ Achievements in Work Environment:
- ☐ Assisting parents with school related requirements (i.e uniforms, school IDs, stationeries and occasionally going with the school bus to assist Kindergarten students)

- ☐ Greet and assist parents in a courteous manner
- ☐ Compile, verify accuracy and sort information according to priorities to prepare source data for computer entry.

ADDITIONAL INFORMATION

SKILLS:

- Very good customer interaction.
- Fast learner.
- Flexible in any task assigned.
- KNOWLEDGE IN COMPUTER
- Knowledge is using IDS (Furtune Next), Opera booking system, POS.

PERSONAL DETAILS

Permanent Address:	Flat 12 Bldg.1292 Road 1114 Block 0111, Al Hidd Kingdom of Bahrain.
Date of Birth:	17/09/1984
Nationality:	Filipino
Marital Status:	Single
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Email:	ghema.diamante@gmail.com
Passport Number:	EC5244542

"I GELIEMARIES, do hereby declare that, the above mentioned details are correct and true to the best of my knowledge and belief"

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