

Gaily Espada Lagundi

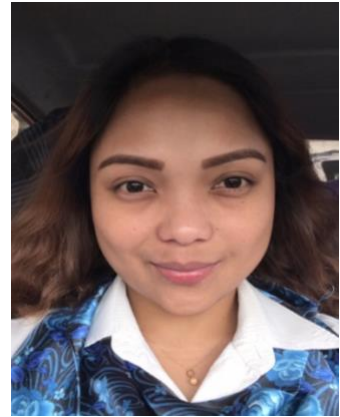
Mobile No.: 37249740

CPR No.: 870856634

Email Add: gailylagundi@ymail.com

Current Location: Manama, Bahrain

With Bahrain Driving License



HIGHLIGHTS:

- Excellent customer service
- Good written and verbal communication
- Strong interpersonal skill
- Proficiency in MS Office (Word and Excel)
- Cash Handling
- Confidentiality and complaint handling
- Organizing and data management

WORK EXPERIENCE:

Front Office Receptionist

Ruru Tower – Juffair, Bahrain

November 2016 to May 2020

Providing rooms for guest with or without reservations. Providing information about available rooms and rates, furnish room keys and hotel information, and process payments. These duties also include checking guest out of the hotel.

Dealing guest with comments, complaints or service requests.

Responsible for balancing cash accounts and ensuring that all check out payments balance at the end of the shift. This include creating report per the accounting of the hotel.

Receptionists

AAA Homes W.L.L – Juffair, Bahrain

August 2015 to October 2016

Dealing with tenants by phone or face to face. Completing the procedures when tenants arrive and leave. Preparing bills and taking payments. Dealing with complaints and problems and solving it. Updating the files of the tenants and the needed documents upon moving in.

Sales Coordinator

Newton Integrated Solutions Inc. – Makati, Philippines

July 2011 to July 2015

A Sales Coordinator primarily assists the sales team, focusing mostly on managing schedules and the distribution of any sales documentation.

You must be able to efficiently respond to any online or telephone queries in a calm and friendly manner.

The Sales Coordinator must liaise between other departments and the client to provide the service most suitable to the client's needs, cost and time restraints.

Sales coordinators also act as a first point of contact for urgent calls, emails and messages when sales representatives are not available.

Sales coordinators contribute to customer satisfaction by ensuring the accuracy and timely processing of orders. They inform customers of any delays and arrange alternative delivery dates.

Collaboration with other departments is an important responsibility for sales coordinators.

Casino Card Dealer

Eastern Hawaii Leisure Company Limited – Cagayan, Philippines

December 2009 to July 2010

Pay winnings or collect losing bets as established by the rules and procedures of a specific game. Deal the cards based on the rules and procedures of the game. Check to ensure that all players have placed bets before play begins.

Credit Investigator

Cash Advances and Services House, Inc. – Isabela, Philippines

May 2009 – November 2009

Authorize credit charges against customers' accounts. Investigate history and credit standing of individuals or business establishments applying for credit. May interview applicants to obtain personal and financial data; determine credit worthiness; process applications; and notify customers of acceptance or rejection of credit.

Credit Counsellor

Cash Advances and Services House, Inc. – Isabela, Philippines

September 2008 – April 2009

Calculates amount of debt and funds available to plan method of payoff and estimate time for debt. Keeps record of account activity. Contacts creditors to explain client's financial situation and to arrange for payment adjustments so that payments are feasible for client and agreeable to creditors.

PERSONAL DATA

Age: 32

Date of Birth: Aug 30, 1987

Gender: Female

Civil Status: Single

Nationality: Filipino

Height: 5 ft

Weight: 48kgs.

Permanent Address: 156-B Macanaya Aparri, Cagayan, Philippines

EDUCATIONAL ATTAINMENT:

Bachelor of Science in Marine Biology

Cagayan State University

2004-2008

I hereby certify that the above information is true and correct based on my knowledge and belief.

GAILY ESPADA LAGUNDI

Applicant