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**CRISTINE L. LUCILLO**

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**Objectives:** To obtain new desirable position in a reputable company recognize for quality and customer service that will enable me to share my skills, and ability to work well with people and gain additional knowledge and experiences.

**PERSONAL INFORMATION:**

**Age :** 27 years old

**Date of Birth :** July 10, 1992

**Gender :** Female

**Civil Status :** Married

**Citizenship :** Filipino

**Visa Status :**  Bahraini Wife Visa

**Driving license :** Available

**EDUCATIONAL BACKGROUND:**

**Tertiary Level:** Bulacan State University, Philippines

**Bachelor of Science in Business Administration**

**Major in Business Management**

June 2008 – April 2012 **Graduate**

**ADDITIONAL QUALIFICATIONS:**

**Personal Qualities:**

* Computer Literate (Proficient in MS Word, MS Excel, MS PowerPoint, Outlook, Accounting knowledge, OPERA system, Adobe Photoshop, Purchasing operating system ,web surfing, and e-mails), and Accounting knowledge.
* Excellent communication skills in English
* Self-motivated, can work with less supervision, Quick learner, Organized and Innovative
* To work under pressure, perform work professionally and capable of multi-task

**WORK EXPERIENCES:**

**Supervisor at Four Seasons Hotel Bahrain Bay**

Manama Bahrain

January 2015 – present

**Job Description**

* Responsible in attendance and timekeeping ensure all leave (applications), public holidays. Lieu days, sick days, emergency, vacation, overtime hours are within the colleague’s entitlement in order to maintain the required to operate the department.
* Ensuring that the monthly inventory and staff payroll compliance is on time.
* Maintain a turnover report and provide updated information regarding guest arrivals, VIP and special celebration.
* Handling related incoming calls and assisting the guest request as per the company standard.
* Directly contacting with suppliers and vendors related to the department needs and guest request.
* Providing trainings for the staff and making sure that they are following the standards of the company.
* Perform other duties that management may from time to time reasonably require.
* Responsible for organizing special request, birthday and event.

**Achievements**

* Employee of the Year 2019
* Employee of the Month April 2018
* STEPS Managerial Achievement Award

**Sports and Recreation Senior Receptionist at Anantara Dubai the Palm Resort and Spa**

Dubai, United Arab Emirates

August 2013 – December 2014

**Job Description**

* We provide a warm welcome to all guests staying in the Hotel, assisting them in all their needs especially VIP’s and Ensuring the safety of all who’s using the facilities.
* Responsible in attendance and timekeeping ensure all leave (applications), public holidays. Lieu days, sick days, emergency, vacation, overtime hours are within the colleague’s entitlement in order to maintain the required to operate the department.
* Organizing events for any parties as requested by the guests.
* Making monthly inventories and sorting out guest complains and concerns.
* Making daily/monthly financial report direct compliance to finance department.
* Guest Satisfaction Representative Recreation Department.

**Operation Coordinator Wild Wadi Waterpark, Jumeirah Group**

Dubai, United Arab Emirates

Taskforce 2012-2013

* **Job Description**

Operations Coordinator

* Responsible for day to day administration of Operations department.
* Attendance and Timekeeping ensure all leave (applications), public holidays. Lieu days, sick days, emergency, vacation, plus/minus hours are within the colleague’s entitlement in order to maintain the required to operate the Waterpark and resort.
* Maintain a turnover report and provide updated information regarding arrivals, resignations, promotions, transfers, terminations in order to maintain budgeted headcount of the department.
* Handle related incoming calls and perform other duties that management may from time to time reasonably require.

**Accounts Clerk RCBC Savings Bank Philippines**

Malolos Business Center, City of Malolos Bulacan, Philippines

November 2011-2012

* **Job Description**

Customer Relation Assistant/Clerical Works

* Assisting Customers upon account opening, inquiries, and concerns in a professional manner.
* Handling related incoming calls and informing customers regarding account concerns and updates.
* Responsible of creating a unique promotional advertisement and events that encourage more customer to use the company services.
* Ensuring the compliance of cash balancing of all the transaction within the day and maintain a turnover reports and filing confidential documents.
* Ensuring Payments, Cash Remittance and releasing cash remittance through Bank System following the bank protocol.

**TRAINING EXPERIENCES:**

* Professional in MS office.
* Opera, Micros and FMC Fidelio, Purchasing ordering system, and payroll systems.
* Accounting knowledge.
* STEPS Program (Enhancing Managerial Skills)
* Four Seasons Hotel Certified Departmental Trainer

**REFERENCES:**

Available upon request

*I hereby sign that all statement here are true and correct to the best of my knowledge and belief.*

CRISTINE LUCILLO