



Wendy Arandil Ballares

CONTACTS

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ADDRESS 9th Street Shabiya Mussafah ,
Abu Dhabi, United Arab Emirates

PERSONAL DETAILS

Date of birth:
April 24, 1995

Nationality:
Filipino

Marital status
Single

SKILLS

- Teaching
- Microsoft Windows (Word, Excel, PPT)
- Paging (Memory Management)
- Switchboard Operator

OBJECTIVES

To share my skills and acquired knowledge to the client and at the same time to gain professional experience.

WORK EXPERIENCE

MOTORCYCLE REGISTRATION CLERK

Maramag

Du Ek Sam Maramag Bukidnon Phiippines
May 2021 - Feb 2023

Processing the registration of new release motorcycle units.
Assisting the renewal of repossessed unit.
Release of Plate numbers and OR/CR to the customers.
Safe keeping of the original OR and CR of the motorcycles.
Handling petty cash fund, liquidation of expenses of new and repossessed motorcycles.
Well enough knowledge in company system.
Passionately welcoming customers and their inquiries.
Well trained in doing follow up to different departments for faster transaction and meet customer expectations, through (Email, Phone call).
Able also to perform other task such as releasing of motorcycle units to meet the branch monthly target.

RECEPTIONIST/RESERVATION EXECUTIVE

JLT Dubai
UAE

Pullman Jumeirah Lake Towers (ACCOR)
May 2019 - Dec 2020

Passionately welcoming the guest through personalizing the arrival experience and accordance with the brand standard.
Able to perform check in and check out with guest passion and the brand standard.
Well enough knowledge of OPERA system and Red berry.
Performing the daily task list such as (Credit Limit, traces, no post report, cash report and discrepancy)
Attending guest request through HOTSOS system.
Follow up with emails to different departments.
Able to make direct booking directly to OPERA or using the hotel website.
Handling cash float and well knowledgeable in handling guest billing.
Preparing VIP amenities and welcome cards.
Well trained with regards to upsell hotel products and services.

TELEPHONE OPERATOR/RECEPTIONIST

Al Jaddaf
Dubai UAE

Arabian Park Hotel by Rotana
Oct 2016 - May 2019

Welcomes the visitor by greeting them in person or over the telephone, answering or referring the inquiries.
Able to check-in and check-out as per accordance with the hotel standards.
Well enough knowledge into OPERA system.
Handling cash float and well knowledgeable in handling guest billing.
Directs call to guest rooms, staff, or departments through the switchboard or PBX system.
Places outgoing calls, receives guest messages and deliver the same to the guest.
Logs all wake-up call requests and performs wake-up call services.
Provides information about hotel services to guests.
Understand the telephone operator board or PBX switchboard operations.
Provides paging services for hotel guests and employees
Knows what action to take when an emergency call is required.
Assists in reporting telephone equipment or service complaints and problems.
Following telephone etiquette.
Trains or assists with training new telephone operators in performance of job duties.
To be fully aware of and adhere of health and safety, fire, and bomb threat procedures. Update directory information on the front office software.
Keep records of calls placed and received by all departments and recording the call charges.

LANGUAGES

- Filipino
- English

ONLINE TEACHER

51 Talk ESL

Oct 2015 - Mar 2016

Responsible in teaching Chinese students the English language online. Prepares and sends lesson materials to students. □ Provides feedback to students in a monthly basis showing them their Learning trends. Responds to student's audio recording inquiry. Encourages students who are using the free trial class to enroll.

ON-THE-JOB TRAINEE

Land Bank of the Philippines

Nov 2015 - Feb 2016

Assist customers in opening new accounts. Document filling Prepares SSS (Social Security System) monthly reports. Data encoding. Assist in ATM cards printing. Assist in conducting interviews to customers who would like to open an account. Answers calls to general inquiries about bank services. Encodes tax receipt to the bank's CRM.

EDUCATION

2016

BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION MAJOR IN FINANCIAL MANAGEMENT

Bukidnon State University, Malaybalay