



## CLARISE MADARA RICOCO



Al Ain Abu Dhabi



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### CAREER OBJECTIVE

- To be an effective and efficient employee in contributing to the exceptional competence of the company.

### EDUCATIONAL ATTAINMENT

Bachelor of Science in Business Administration major in Microfinance  
Bicol University College of Business Economics and Management  
Daraga ,Albay, Philippines (Year 2009-2013)

### TRAININGS ATTENDED

Guest Complaint Handling (Oct.2, 2017)  
Telephone Etiquette (Oct.10, 2017)  
Managing Rates from SynXis CR (Nov.27, 2016)  
Managing Room Inventory from SynXis CR (Nov.27, 2016)  
Risk Management  
Reaching Clients: Preventing and Managing Delinquency  
2010 Regional Business Administration Summit

### CERTIFICATES HOLDING

Certificate in Microfinance (Loan Officer)  
Certificate in Associate Diploma in Microfinance

### AWARDS

February 2018 – **Employee of the Month from Front Office Department**  
For the outstanding performance, service and dedication  
Ramada Deira Hotel, Dubai United Arab Emirates

October 2019 - **Front of the House from Front Office Department**  
For this outstanding performance and hard  
Millennium Central Downtown Hotel, Business Bay, UAE

## **WORK EXPERIENCES**

### **Ricoco Plasticware Products Store**

October 15, 2023 – Present

Position: Owner

#### **Duties and Responsibilities**

- Managing the day to day operation of the store.
- Keeping accurate records of stocks and inventories.
- Monitoring of stocks and place orders when necessary
- Recording daily transactions such as sales, purchases and payments.
- Maintaining customer satisfaction.
- Managing and paying necessary permits such as business permit, BIR tax, sanitary permit, commercial/residential building permits, land tax clearance, health clearance and annual inspection.

### **Millennium Central Downtown Hotel, Business Bay, United Arab Emirates**

March 28, 2019 to December 27, 2020

Position: Telephone Operator/Guest Service

#### **Duties and Responsibilities**

- Answering telephone calls such as request, inquiries and complaints.
- Once the guest checked-in place a courtesy call after 5 minutes to ensure everything is fine and the guest satisfied with the room given.
- Responding to special requests from the guest and contact appropriate department to execute the request.
- Following up with guests to ensure their requests or problems have been completed and rectified.
- Updating all necessary information of the guest in our OPERA system.
- Assisting our colleague in the reception whenever busy time.

### **Ramada Deira Hotel, Dubai, United Arab Emirates**

December 13, 2015- February 28, 2019

Position: Telephone Operator

#### **Duties and Responsibilities**

- Receiving guests call in a professional and friendly manner.
- Maintaining effective communication with all departments to ensure smooth service delivery.
- Handling every query in a polite and courteous manner.
- Updating guest profile in the Opera guest profile system.
- Recording guest wake-up call sheet and deliver calls accordingly on time.
- Monitor automated systems including fire alarms and telephone equipment when engineering and maintenance department is closed.
- Record guest request and complaints and promptly forwards request to the appropriate department
- Making telephone and walk in reservation.
- Assisting the front office during busy time.

### **Asianlife and General Assurance Corporation, Makati City, Philippines**

July 22, 2014-July 31, 2015

Position: Jr. Claims Administrator I

#### **Duties and Responsibilities:**

- Receiving all claims.
- Gathering all actual hospitalization expenses incurred based on the statement of accounts and official receipts.
- Preparing transmittal, denial, requirement letter and update claims adjudication system.
- Entertaining inquiries, complains of policyholders, certificate holders, agents, brokers in the office/telephone.
- Coordinates with Medical Department regarding questionable claims.
- Reading Diagnosis
- Filling all billed documents

**SEDP-Simbag sa Pag-asenso Inc. Libmanan Camarines Sur, Philippines**

April 18, 2013- October 18, 2013

Position: Loan Officer

**Duties and Responsibilities:**

- Selecting potential area for Microfinance Operation
- Promoting products and services
- Conducting orientation of target clients
- Organizing group center cluster
- Facilitating center meeting
- Processing of loan and other services

**KNOWLEDGE/SKILLS**

Know how to use **OPERA SYSTEM**

**Computer Literate:**

- Microsoft Office Application (Microsoft Office Word, Microsoft Office Excel, Microsoft Office PowerPoint.)

Good in written and oral communication skills

Planning and Organizing, Attention to details, Problem Solving, Customer Service Oriented, Inventory Management and Safety and Compliance.

**PERSONAL INFORMATION**

**Age** : 32 years old

**Date of Birth** : 06 November 1992

**Nationality** : Filipino

**Gender** : Female

**Marital Status** : Single

**Character reference upon request**

I certify that the above information is true and correct to the best of my knowledge and belief.

**CLARISE M. RICOCO**

Applicant