

ELIZABETH GONZA

(Receptionist/Executive
Administrative Assistant)



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Abu Dhabi, UAE

EDUCATION

Bachelor's in Business Administration

Makerere University
2019

CERTIFICATION

certificate in computer
applications

SKILLS

- Microsoft office suit
(word,excel,Access,publisher),
- opera system
- Telephone etiquette
- Adaptable
- Strong business ethics
- strong verbal and written
communication skills
- Team Work
- organization skills
- multitasking abilities

LANGUAGE

- English
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AWARDS

- Selected to serve notable
VIP Guests for major
Private Events
- Most mentioned
Colleague at Grand luxe

PROFILE

A dedicated, compassionate and positive individual, with a team minded attitude and passion for customer satisfaction. Ingenuity coupled with promptness are the major considerations that enable me execute my duties in a professional manner

WORK EXPERIENCE

Cfour gym —Abu Dhabi, UAE

February 2023- Present

FRONT OFFICE RECEPTIONIST

- Greeting and welcoming visitors as soon as they arrive in friendly and professional way
- Answering incoming calls and handling caller's inquiries as appropriate
- Dialing and connecting international calls as requested and keeping records
- Performing general administrative duties require (documents binding, copying, scanning, laminating and faxing documents)
- Processing invoices, expense reports and basic financial transactions
- Assisting in the office management tasks such as ordering supplies and maintaining equipment
- Ensuring confidentiality and professionalism in handling sensitive information
- Providing clerical and administrative support in an effective and efficient manner. To operate switchboard and act as a focal point of guests
- Maintaining and updating staff the staff directory on a month basis

ACWA power—Dubai, UAE

January 2021—January 2023

EXECUTIVE ADMINISTRATIVE ASSISTANT

- Liaising with all the departments and other functions within the entity so the department is fully informed of needs, requirements, company policies and procedures while boosting team moral
- Maintained corporate credit card trackers and organization of use
- Prepared and update office spreadsheets and presentations in line with requirements
- Organized CEO's schedule for meetings and visits, business travels, ensuring that the diary is kept current
- Maintained office security by following safety protocols and controlling access is the reception desk (monitor log book, issue visitor badges)
- Sorted and routed incoming/outgoing mail and courier deliveries and kept tracking records
- Ensured that the reception area is tidy and presentable with all stationary materials (brochures, forms and pens)

Alraha beach hotel—Abudabi, UAE

January 2019—January 2020

GUEST RELATION EXECUTIVE/RESEVATION RECEPTIONIST

- Encouraged up-selling in order to maximize rates for the company development
- Complied with hotel credit policies as it relates to cash payments, credit card payments; account to company, international currency
- Informed guests with survey knowledge of hotel, its services and local happening
- Checked-in and checked-out guests, differentiated between guest types and handled them appropriately; guests with confirmed or claimed reservations, walk ins, VIP guests, groups etc
- Followed up on all arrivals using the prescribed procedure and modifications of registration cards, special requests, rate changes, room changes, room changes account inquiries and reservation inquiries
- Managed ground floor auditorium and meeting room, bookings, setup and coordination with pantry/cafeteria for refreshments arrangements
- Oversaw housekeeping for the main entrance, auditorium and meeting
- Liaised and co-operates with other departments notably AURA, housekeeping, concierge and accounts on all office matters that affect them.
- Ensured thorough knowledge of all systems and procedures at the front desk so that decisive information will be given to the guest as it minimizes on complaints.