

LIBERTY ORAT

FRONTLINE ASSOCIATE



CONTACT

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📍 Mussafah, Shabia 12, Abu Dhabi, UAE

EDUCATION

BACHELOR OF COMMERCE

2005 - 2009

- University of Cebu-Mandaue
- Looc, Mandaue City, Cebu, Philippines

SKILLS

- Leadership
- Time Management
- Administrative Skills
- Communication
- Problem Solving
- Team Work
- Typing
- MS Word
- MS Excel
- MS Office

LANGUAGES

- English
- Filipino

PROFILE

Accomplished, decisive and knowledgeable, professional with twelve years of experience in a Financial Industry. Good analytical and problem solving skills with ability to work with variety of people and systems to achieve results.

WORK EXPERIENCE

Alberni Hotel & Resort

2023 - PRESENT

Receptionist

- Provided outstanding customer service by quickly addressing guest inquiries, resolving issues, and ensuring an excellent overall experience.
- Handled reservations through various platforms, including telephone, email, and online systems, while maximizing room occupancy and adjusting rates as needed.
- Managed the check-in and check-out processes efficiently, ensuring accurate billing and smooth transitions for guests.
- Collaborated with housekeeping, maintenance, and other departments to fulfill guest requests and maintain the property.
- Executed administrative functions such as handling phone calls, managing correspondence, and keeping precise guest records and reports.
- Addressed problems and special requests promptly, showcasing effective problem-solving abilities and adaptability.
- Operated and managed front desk systems, including processing cash and credit transactions, and following hotel policies and procedures.

MLhuillier Financial Services Inc.

2010-2022

FLA/COUNTER STAFF

- Greeted customers when entering and leaving the counter.
- Manage cash at the counter and deliver good customer service in processing clients transactions.
- Analyse all customers requirements and resolve customers transaction issues.
- Handling large amount of cash and serve as a vault custodian in a branch.
- Maintain knowledge and interpret all policies and procedures of financial services.
- Record and identify day to day sales.
- Monitoring month end transaction sales report.
- Update bank passbook of the company's bank account.
- Organize files and important documents.
- Making Comparative reports for previous year to present year.
- Consolidate transaction report for the whole region.
- Cross-sell products and introduce new ones.