

ANA DOMINIQUE C. MENDOZA



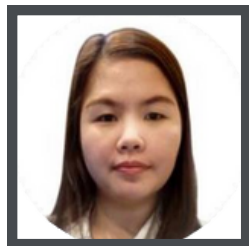
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Al Salehiah Bldg. 7B St. Deira Dubai,
UAE



About Me

Experienced professional in customer service, administration, procurement, and lounge management with a track record of exceptional service delivery, office management, supplier negotiation, and creating welcoming environments. Skilled in communication, problem-solving, and proficient in software tools.

Objective

Seeking a dynamic role at your company where I can utilize my multifaceted experience to enhance operational efficiency, provide outstanding service, and contribute to the overall success and satisfaction of clients and team members.

LinkedIn:

<https://www.linkedin.com/in/ana-dominique-mendoza-4a5682150/>

SKILLS

Microsoft Office

Communication Skills

Leadership

Team Player

Goal Oriented

Time Management

Fast Learner

WORK EXPERIENCE

Executive Secretary

Green Palace Contracting and Maintenance LLC / Al Garhoud Dubai

March 2023 - Present

- Answering phone calls and text messages
- Management of company files and documents
- Maintaining file system Receive new employees or guests
- Organization and scheduling of meetings
- Ordering and maintaining supplies
- Forming professional relationships with other companies
- Working in a receptionist capacity to greet client's customers and visitors

First Class Lounge Attendant Airport Services

Emirates Flight Catering / DXB Airport - T3

June 2022 - December 2022

- Greet and escort customers to their tables
- Present menu and provide detailed information when asked (e.g. about portions, ingredients, or potential food allergies)
- Prepare tables by setting up linens, silverware, and glasses
- Inform customers about the day's specials
- Offer menu recommendations upon request
- Up-sell additional products when appropriate
- Take accurate food and drinks orders, using POS ordering software, order slips, or by memorization
- Check customers' IDs to ensure they meet minimum age requirements for consumption of alcoholic beverages
- Communicate order details to the Kitchen Staff
- Serve food and drink orders
- Check dishes and kitchenware for cleanliness and presentation and report any problems
- Arrange table settings and maintain a tidy dining area
- Deliver checks and collect bill payments
- Carry dirty plates, glasses, and silverware to the kitchen for cleaning
- Meet with restaurant staff to review daily specials, changes on the menu, and service specifications for reservations (e.g. parties)
- Follow all relevant health department regulations
- Provide excellent customer service to guests

DIVE GARAGE The Ultimate Dive Store and Service Center / Dubai

Admin Staff / Sale Associate

November 2021 - February 2022

- Greeting and assisting customers with their diving needs in the store.
- Handling clients' schedules for Diving training and booking sessions.
- Ensuring the medical forms and health conditions of the clients for their diving experience.
- Promoting sales for Diving gear and types of equipment.
- Doing POS sales transactions.
- Taking calls and inquiries from customers with specific needs for their Diving activity and or diving gears set up or repair.

Concentrix Philippines

Customer Service Representative

December 2019 -September 2021

- Answer inquiries of customer about their health plan, account balance and eligibility
- Process online orders monthly for their medication needs
- Made sure that customer will maximize their health plan benefits monthly or quarterly
- Met KPI targets such as Transfer rate, ACW, AHT and CSAT

Languages

English
Filipino

References**Eunice Iris Ferriol**

Khalidiya Palace Rayhaan

By Rotana

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Jason Aligway

The Driver Fleet Vehicle

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Paulo Camacho

Saatchi & Saatchi

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Dolly Ann Santos

Lever Electric LLC

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Procurement Officer**Sanyang Inter Trade Corporation / Philippines****Jan 2016 - Oct 2019**

- Analyze if inventory quantities are sufficient to supply the sale and display of 20 Furniture Republic stores
- Attend Trade fairs in order to assess trends and be abreast with the current market scenario.
- Determine if the items are saleable or not
- Dispatch items without repeat order to deplete stocks
- Prepare Purchase Orders and send them to foreign suppliers.
- Maintain strategic relationships with suppliers across regions, negotiating and building optimal supply chain setups.
- Identify new suppliers and provide documents and assistance to register them in the vendor database.
- Provide details to the internal Accounts Payable Department for processing of payment
- Make a timetable for the expected arrival of items
- Responsible for making item codes and descriptions of new items and disseminating the necessary information that will help the stores to sell new items.
- Calculate the cost and SRP of all items
- Check shipments when they arrive to ensure that orders meet specifications
- Prepare, maintain and review purchasing files, reports, and price lists.
- Create a forecast inventory of item names and descriptions in an excel formula.
- Rove and check the display and stock status of all stores
- Coordinate with Logistics Department for the delivery and re-schedule delivery for Unforeseen circumstances.
- Negotiating with local suppliers, such as suppliers to our office and warehouse fixed assets demands.
- Built relationships with suppliers and co-workers to establish long-term business growth.

Officer in Charge**New Times Bakery & Grocery****May 2014 - Dec 2015**

- Manages the production of items and employees of a family-owned business
- Handles the documentation and necessary permits
- Contacted customers by phone in response to inquiries
- Promptly resolved all customer requests, questions, and complaints about the product.
- Built relationships with customers and the community to establish long-term business growth

Administrative Secretary**Chocolate Lovers INC.****Jan 2013 - Jan 2014**

- Monitor the daily sales of the leading chocolate wholesale and retail store.
- Handling customer complaints about actual and online concerns regarding food and sanitation.
- Coordinating employees' schedules.
- Providing monthly sales reports to the owner of the store.
- Provide assistance to the owner of the company in terms of office administration.

EDUCATION

Bachelor of Science - Major in Public Administration

Pamantasan Lungsod ng Valenzuela / Philippines / 2011

ACCOMPLISHMENTS

- August 2008 Feasibility Study: Malungai Life Oil (The Miracle of Mother Leaves)
- December 16, 2007 Orientation of the Local Price Coordinating Council (LPCC) and the Launching of the Online Price Monitoring System (OPMS) organized by Department of Trade and Industry.
- December 2, 2008 Seminar on Philippine Traceability conducted by Department of Trade and Industry.
- October 2, 2008 Seminar on Speech and Public Demonstration.