

JANETTE MERCADO

ADMIN. ASSISTANT / RECEPTIONIST/BALLOON
DECORATOR / EVENT PLANNER



CONTACT

+97155 3677103

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Al Rashidiya - Dubai, UAE

SKILLS

- Client Relations
- Team Leadership
- Administrative support
- Appointment scheduling
- Staff training
- Customer Service
- Balloon Decoration and Event Planning

LANGUAGES

- English
- Tagalog

EDUCATION

High School 2003

Agricultural Collage, Ilocos
Norte

Diploma in House hold II

TESDA Laoag City 2009

PERSONAL DETAILS

- Nationality : Filipino
- Date of Birth : Sept 29, 1986
- Gender : Female
- Passport No: P0788195C
- Expiry Date : 03 Jul 2032
- Visa Status : Cancelled Visa



PROFESSIONAL SUMMARY

Highly organized and creative professional with a diverse background in administration, customer service, and event planning. Skilled in handling front office operations, managing schedules, and providing exceptional customer experiences. Proficient in designing and implementing unique balloon decorations and coordinating memorable events. Adept at multitasking, problem-solving, and maintaining professionalism in fast-paced environments.



WORK EXPERIENCE

Spa Attendant cum Receptionist Reliever

Sheba Beauty Lounge - Dubai from Nov 2021 to Dec 2024

- Managed front desk duties, including greeting clients, scheduling appointments, and handling phone inquiries.
- Assisted in maintaining client records, ensuring up-to-date information for appointments, preferences, and special requests.
- Assisted in the upkeep of the salon and spa environment, ensuring a clean and welcoming atmosphere for clients.

House Keeping Team Leader

Smart Maids Oasis - Dubai from June 2019 to July 2021

- Supervised and coordinated a team of cleaners, ensuring tasks were completed efficiently and to high-quality standards across various client locations.
- Trained new staff on cleaning protocols, safety procedures,, while maintaining performance tracking and team productivity.

Cashier cum Sales Assistant

Care U Hypermarket - Dubai from July 2017 to April 2019

Teaching Assistant

Emirates National School- Al Ain from Aug 2015 to June 2017

- Assisted the lead teacher in delivering educational activities, supervising children during play and learning sessions, and supporting individual students' developmental needs.

Balloon Decorator & Event Planner

Kawes Kdpy - Philippines from Aug 2008 to April 2015

- Designed and created custom balloon decorations for events, including arches, garlands, and backdrops.
- Collaborated with clients to understand their vision, theme, and budget for personalized event planning.
- Coordinated with vendors and suppliers to ensure timely delivery and setup of event materials.
- Party Hosting
- Created mood boards and layouts for themed events to visually communicate ideas to clients.