



# MADESA ZAMORA

ADMIN ASSISTANT / RECEPTION / HOSTESS

Dedicated customer service representative motivated to maintain customer satisfaction and contribute to company success.

To work in professional environment that will give me a chance to utilize my career skill and enable to perform up to the best of my abilities and seeking a position where extensive experience will further develop.

## CONTACT

- +971 557931386
- madedzamora23@gmail.com
- Al Safa Tower, Sheikh Zayed Road

## EDUCATION

2017 - 2018

FLORAL COMPUTER  
EDUCATION LEARNING HUB -  
SHORT TERM COURSE OF  
COMPUTER LITERACY TRAINING

2013 - 2014

UNIVERSITY OF CEBU -  
PHILIPPINES

ASHRM - Associate in Hotel and  
Restaurant Management

2008 - 2009

LOOC NATIONAL HIGH  
SCHOOL - PHILIPPINES

Elementary

## SKILLS

- Excellent written and verbal communication skills
- Adaptability & Flexibility
- MS Office suite
- Detail-oriented
- Cultural Awareness
- Critical Thinking

## LANGUAGES

- English ( Fluent )
- Tagalog ( Native )

## REFERENCE

- Available upon request

## PROFILE

- 3 year's experience in Administrative Assistant cum Receptionist in **Dubai**
- 4 year's experience in Hospitality Industry (Hotel and Restaurant) in **Dubai**
- 4 year's experience in Sales & Hospitality ( Malls and Hotel & Restaurant) in **Philippines**

## WORK EXPERIENCE

### HENOTO MIDDLE EAST EVENTS LLC.- DUBAI

2022- 2024

#### ARCHIVE CLERK cum RECEPTION

- Maintaining current & archived records in physical and digital format.
- Performing administrative tasks to support daily business operations.
- Communicate with the client's and employees and responds to any queries.
- Sort and Forwarding incoming emails and prepare send outgoing mail.
- Greet visitors, answer phone calls, and run errands while maintaining professional composure throughout interactions with customers or potential clients.
- Responsible for handling confidential documents
- Manage and update office systems/files and data entry.

### DELFINI EVENTS LLC. - DUBAI

2020 - 2021

#### ADMINISTRATIVE ASSISTANT

- Organized and Schedule appointments .
- Maintaining filing, database systems, and inventories.
- Develop and maintain a filing systems.
- Answer and direct phone calls.
- Manage office supplies and coordinate maintenance of office equipment.

### CROWN & LION PUB (Byblos Hospitality ) - DUBAI

2018 - 2020

#### WAITRESS cum HOSTESS

- Greet and escort customers to their tables and inform about the day's specials.
- Managing a waiting list and communicate waiting time to the guest.
- Offer menu's recommendation upon request.
- Ensure all orders are filled in a timely and accurate manner
- Prepping for events, setting up tables, and ensuring both the interior and exterior of the restaurant are inviting.

### X-SUSHI RESTAURANT - ABU DHABI

2015 - 2017

#### WAITRESS cum CASHIER

- Serving food & beverages in a professional manner with high level of customer service .
- Respond to guest inquiries or request.
- Ensure the transaction to avoid complaints from customers.
- Serving food and beverages in accordance with established service standards.
- Handling guest inquiries and resolving issues swiftly and effectively.
- Collaborating with team members to ensure efficient service and guest satisfaction.

## DECLARATION

I hereby declare that all the details mentioned above are in accordance with the truth and facts as per my knowledge and I hold the responsibility for the correctness of the above-mentioned.