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Sharjah, U.A.E.

EDUCATION

College under graduate,
Computer Secretarial
**Asian Institute of Computer
Studies**, Philippines
2005

Secondary Diploma
The University of Manila,
Philippines
2004

Certificate, Customer Service
Essentials
Great Learning Academy,
Dubai, UAE
2025

Certificate, Transforming HRM
into Strategic Functions
Optimal Education Center,
Dubai, UAE
2025

Certificate, Updates on UAE
Labor Law
Optimal Education Center,
Dubai, United Arab Emirates
2025

Certificate, Financial Literacy
towards Financial Freedom
Optimal Education Center,
Dubai, UAE
2025

RECHEL I. LORICA

PROFESSIONAL SUMMARY

Versatile and hardworking Receptionist driven to improve productivity and customer relations with professional demeanour and attention to detail.

WORK HISTORY

June 2024 - November 2024

Miko L. Custodio - Data Encoder/ Personal Assistant (Part Time), Manila, Philippines

- Accurately entering, updating, and maintaining data in a computerized system or database.
- Ensuring that data is entered in the correct format and adheres to organizational standards.
- Manage reservation for team building
- Maintained confidentiality of documents, ensured secure handling of sensitive information.

September 2022 - May 2024

Flextronics - QA/QC/ Assembler, Tab, Hungary

- Check the quality of finished products to ensure they meet standards
- Keep the work area clean and organized to ensure safety and efficiency
- Adhere to all safety guidelines and procedures

April 2014 - January 2018

Career Technology Mfg. - Assembler / QAQC, New Taipei, Taiwan

- Assemble parts and components to produce finished products according to company specifications
- Use power and hand tools to perform assembly tasks
- Troubleshoot assembly issues and report any major defects or issues to the supervisor
- Adhere to all safety guidelines and wear appropriate ground strap (ESD) and personal protective equipment (PPE)
- Perform quality checks on assembled products to ensure they meet the required specifications
- Inspect product parts and completed items for defects and ensure conformance to specifications
- Test assembled products to ensure functionality and performance
- Participate in team meetings and training to enhance skills and maintain knowledge of company procedures and products
- Maintain a clean and safe work environment, following all company protocols and safety procedures
- Assist in packing and shipping completed products
- Collaborate with other team members to increase efficiency and performance

National Certificate II, Food and Beverage Services
Technical Education & Skills Development Authority,
Philippines
2020

National Certificate II, Bread and Pastry Production
Technical Education & Skills Development Authority,
Philippines
2024

PERSONAL
DETAILS

Date of Birth / Age: 1987-12-08
Nationality: Filipino
Marital Status: Married
Visa Status: Visit Visa

LANGUAGES

English

Advanced

Tagalog

Native

Chinese (Mandarin)

Intermediate

November 2013 - March 2014
Teleperformance/Aegis - Philippines - Customer Service Representative / Hotel reservation specialist

- Handle incoming reservation requests via phone and online booking platforms
- Offer detailed information about room availability, rates, amenities, and special offers
- Prioritize tasks and manage time effectively to handle high-volume bookings
- Collect and process payments, ensuring accuracy and security
- Handle guest inquiries and issues efficiently
- Manage changes to existing reservations, including date changes, upgrades, or cancellations
- Familiarity with reservation software and basic computer skills
- Excellent communication and interpersonal skills to provide a positive guest experience
- Ensure all reservation details are accurate and complete

January 2008 - October 2013
Royal Star Trading - Receptionist, Philippines

- Welcome guests, clients, and customers with a friendly demeanour.
- Answer and direct calls, manage emails, and handle in-person inquiries.
- Coordinate and schedule meetings, appointments, or interviews.
- Ensure the reception area is tidy and well-organized, projecting a professional image.
- Handle incoming and outgoing mail, courier deliveries, and packages.
- Monitor and log visitors to ensure security protocols are followed.
- Assist customers with placing orders, booking services, or following up on requests.
- Gather customer feedback and share it with the management for service improvement.
- Stay informed about the company's products and services to assist customers effectively.

HOBBIES AND INTEREST

- Playing Volleyball
- Dancing
- Reading Book

SKILLS

Knowledgeable in Microsoft Office Word and Excel

REFERENCES

References available upon request.