

# YVETTE GUANGA



## CONTACT

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📍 Al Hudaib, Dubai, UAE

## EDUCATION

**Bachelor's Degree**  
University of Southern Mindanao

Bachelor of Science in Agriculture

## SKILLS

- Communication Skills
- Organization & Time Management
- Customer Service
- Inventory Management

## IT PROFICIENCY

- Microsoft Office
- Spreadsheet
- Email
- Brilion Software
- Quickbooks Software

## SUMMARY

Customer-focused administrator with a passion for providing exceptional service and support. Experienced in handling client inquiries, scheduling appointments, and resolving issues effectively. Possesses strong communication and interpersonal skills, along with a commitment to building positive relationships with clients and colleagues. Eager to contribute to a cleaning company where client satisfaction is a top priority.

## WORK HISTORY

February 2023-February 2025

### **MAYADER CLEANING SERVICES – Admin Executive, Dubai, UAE**

- Managing schedules - Coordinating cleaning appointments, assigning staff to jobs, and ensuring that all appointments are covered.
- Answering phones and emails - Responding to customer inquiries, scheduling cleanings, and handling complaints.
- Maintaining records - Keeping track of customer information, employee files, and financial records.
- Processing payroll, wages, issuing pay cheque, and ensuring that all employees are paid correctly and on time.
- Handling customer billing, sending invoices to customers and following up on payments.
- Conducts interviews to assess new applicant and facilitates onboarding for new staff member
- Secured data and documents to maintain confidentiality according company and regulatory standards.
- Maintain accurate records of staff performance, attendance, and other HR-related information.
- Run client campaigns across various channels.

June 2022-February 2023

### **RAHTIK BUILDING CLEANING - Admin Assistant, Dubai UAE**

- Responding to client inquiries, scheduling cleanings, handling complaints, and providing information about services.
- Coordinating cleaning appointments, assigning staff to jobs, and ensuring that all appointments are covered. This may involve using scheduling software or maintaining a physical calendar.
- Generating invoices, processing payments, and following up on outstanding invoices.
- Maintaining accurate and up-to-date client information, including contact details, service history, and preferences.
- Keeping track of cleaning supplies and equipment, placing orders with suppliers.

- Entering data into company systems, such as client information, employee records, and financial data and ensuring that inventory levels are maintained.
- Addressing customer concerns, resolving complaints, and ensuring customer satisfaction.
- Assisting the management
- Run client campaigns across various channels.

February 2022-June 2024

**DUBAI CLEANING SERVICES – Coordinator**

- Manage and respond to all housekeeping requests received via email, phone, or other communication channels promptly and professionally.
- Develop and maintain a comprehensive cleaning schedule to ensure all tasks are performed regularly and efficiently.
- Monitor and keep track of housekeeping staff activities, schedules, and attendance to ensure optimal workforce utilization.
- Ensure customer requests and management directives are executed in a timely, efficient, and professional manner
- Run client campaigns across various channels.

January 2020-February 2023

**BRIGHT AND SPOTLESS BUILDING CLEANING SERVICES – Cleaner Dubai, UAE**

- Dusting, sweeping, mopping, and washing floors, toilets, showers, tubs, driveways, windows, and counters.
- Vacuuming carpets, upholstery, and any other dusty surface.
- Cleaning all surfaces in the kitchen and bathroom.
- Empty all waste baskets and ensure cleanliness
- Making beds and fluffing pillows.
- Folding clean laundry.
- Scrubbing and sanitizing all relevant surfaces.
- Handling all furniture and appliances carefully.
- Washing and ironing clothes as required
- Performing interior window cleaning
- Balcony cleaning as required
- Assist clients with especial instructions
- Taking list of materials needed that need replenish and inform the client.

