

Ineda Job

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PROFILE & OBJECTIVE

To obtain an entry level **Purser position** with Princess Cruises.

PROFESSIONAL EXPERTISE

Administrative Skills

- Hotel front desk experience which included checking guests in and out, handling guest accounts, currency exchange and cash balancing. Provided information on tourist attractions and arranged transportation for guests.
- Highly organized and able to prioritize effectively to accomplish multiple tasks and complete projects under pressure.
- Over 5 years of administrative experience for two companies. Experienced in day to day office operations including answering telephone calls, handling and balancing cash, maintaining and solving computer program issues, setting up an efficient filing system, and maintaining an organized office environment.
- Business Administration Certificate from ABC College in Vancouver BC.

Computer Skills

- Proficient in Microsoft Word, Excel, Publisher and Internet applications.
- Good keyboarding speed and accuracy.
- Excellent spelling, grammar and punctuation.

Customer Service Excellence

- Genuinely enjoy interacting with and providing a pleasant atmosphere for customers and guests.
- WorldHost® customer service training certificate.
- Recently nominated for a customer service award.

EMPLOYMENT EXPERIENCE

Administrative Assistant

ABC Company, Vancouver BC

2008 - Present

Front Desk Agent

Canada Place Hotel, Vancouver BC

2006-2008

Administrative Assistant

EnViva Consulting, Vancouver BC

2006

Guest Service Agent

Prestige Conference Centre, Vancouver BC

2005

EDUCATION & TRAINING

Business Administration Certificate, ABC College, Vancouver BC (2004-2005)
WorldHost® Customer Service Training Certificate (2004)
Grade 12 - Graduated with Honors (2003)

LANGUAGES

Fluent English
Conversational French

REFERENCES

"It was a sheer delight to work along side of someone so organized, innovative, and confident. Ineda is incredibly self-motivated and would complete tasks without being asked. She was always willing to help and do so with great pleasure, in spite of the tremendous stress we often experienced."

Lily – EnViva Consulting

"Ms. Job's dynamic and outgoing personality made her an ideal employee to have at our hotel. Her many strengths also include outstanding computer skills, impeccable attention to detail, the ability to work independently or as part of a team and a desire to continually increase her knowledge in any field she chooses to pursue."

Jason – Canada Place Hotel

"ABC Company and our customers benefited from Ineda's positive attitude and her ability to work closely with her coworkers to provide an extremely high level of customer service satisfaction. Ineda is well organized and possesses excellent communication skills."

John – ABC Company

Further professional references gladly furnished upon request.