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| **CATHERINE PACADA SABINO****#405 Mirasol Street, Barangay South Poblacion,****Gabaldon, Nueva Ecija****Mobile No.: +639287738003****Email: theyey\_22@yahoo.com** | **QPS_0032** |

**Objectives:**

To use my knowledge and experience appropriately in order to flourish with any given position that I may encounter while absorbing any and every experience along the way.

**Skills:**

* Knowledgeable of Microsoft Office computer application.
* Well organized & able to handle various tasks simultaneously.
* Work effectively in a term or independent environment with high sense of urgency.
* Flexible, assertive, innovative, self-motivated, & dedicated.
* Willing to work under pressure.
* Excellent communicator both orally and in writing at all levels of the organization.
* Ability to work in a multicultural and multitasking environment.

**PROFESSIONAL EXPERIENCE:**

**Sun City Tours LLC**

Office Administrator (Tour Operator)

Dubai, United Arab Emirates

October 1, 2011 – November 18, 2013

* Handle the reservation of Safari, Tour, and special trips.
* Receive the reservations from tour guide, agencies, sales representative, hotel guest relations, and directly from the clients.
* Answer the request from the local market for groups or special events (private parties, dhow cruise, tours etc).
* Coordinate the necessary reservations with the suppliers (dhow cruise, booking with other agencies)
* Prepared a booking sheet for each tour or safari with information about the collection (pre-paid, pre-booked, pre-paid credit card or CFP) and pick up timing.
* Coordination with the fleet coordinator to arrange vehicles for the tours.
* Accepting and keeping records of advanced deposits on reservations.
* Used proper procedures to change or cancel reservations.
* Handling customer concern properly.
* Plan, prepare and cost itineraries for clients
* Responding to all phone enquiries promptly, courteously and in a friendly manner.
* Handling incoming and outgoing calls for reservations of booking in a professional, efficient, friendly manner.
* Confirming and follow up client reservation
* Organizing and storing paperwork, documents and computer-based information; sending and checking emails
* Photocopying and printing various documents of necessary documents of client requirements
* Receive, direct and relay telephone messages and fax messages
* Direct the general public to the appropriate staff member
* Maintain the general filing system and file all correspondence
* Assist in the planning and preparation of meetings, conferences and conference telephone calls
* Maintain an adequate inventory of office supplies
* Provide word-processing and secretarial support
* Type confidential documents on a word processing system

**L. A. LENDING INC.**

Secretary

Gabaldon Nueva Ecija, Philippines

 2008 - June 2011

* prepare and manage correspondence, reports and documents
* organize and coordinate meetings, conferences, travel arrangements
* take, type and distribute minutes of meetings
* implement and maintain office systems
* maintain schedules and calendars
* arrange and confirm appointments
* organize internal and external events
* handle incoming mail and other material
* set up and maintain filing systems
* set up work procedures
* collate information
* maintain databases
* communicate verbally and in writing to answer inquiries and provide information
* liaison with internal and external contacts
* coordinate the flow of information both internally and externally
* operate office equipment
* manage office space

**EDUCATION:**

Secondary : Nueva Ecija University of Science & Technology

(Gabaldon Campus)

1997-2001

College : Bachelor of Science in Agriculture

 Nueva Ecija University of Science & Technology

(Gabaldon Campus)

2001-2002-2004-2005 (Undergraduate)

Bachelor of Science in Computer Engineering

University of Baguio Philippines

June 2007- March 2008 (Undergraduate)

**Personal Details:**

Nationality: Filipino

Languages: English and Filipino

Date of Birth: March 22, 1984

Status: Married

Religion: Iglesia Ni Cristo

Old Passport Number: EB2750152

New Passport Number: EC7290656

**References:**

Victorino Castro

PMTC Adviser

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Noli Anarcon

PESO Officer (Municipality of Gabaldon)

Mobile Number: +639297170280