

ZEAH I. BAYLON

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SUMMARY

A professional with more than 5 years of work experience who has strong interpersonal skills, customer service skills, and who strive to meet and succeed in demonstrating various skills and knowledge. Exhibit willingness to learn and adaptability to working conditions.

PROFESSIONAL CERTIFICATION

Honor Graduate Eligibility from Civil Service Commission (License No. 100108140327)

PROFESSIONAL EXPERIENCE

Resort Manager

Bethany Hill Resort and Restaurant

May 2022-May 2023

Roles and Responsibilities:

- Manage all the business aspects of a lodging or resort location.
- Responsible for training staff, ordering supplies, marketing and advertising
- Maintaining customer service along with accommodating the needs of guests.
- Ensure positive customer experiences by maintaining high-quality facilities and in charge of resolving customer complaints.
- Responsible for the quality and the satisfaction of every guest's stay.

Customer Service Representative

J&T EXPRESS KAWAYAN

October 19, 2021- May 19, 2022

Roles and Responsibilities:

- Responsible for all sales activities and job duties, from greeting customers, answering inquiries, offering assistance, suggesting items, lending opinions and providing product information.
- In charge of resolving customer complaints.
- Provide solutions that fit those individualized situations.
- Prioritize customers' needs at each step of the process.

Receptionist/ Archives Clerk

Middle East Infoway Dubai

September 2015- May 2017

Roles and Responsibilities:

- Responsible for making a good first impression on the organization.
- Answer, screen and forward calls
- Copy files and maintain documents in a safe place.
- Perform other administrative support tasks.

Cashier

Savemore Supermarket- Lapu-Lapu

June 2014- December 2014

Roles and Responsibilities:

- Greet with a smile to the customer in positive manner.
- Know how to handle difficult/ unreasonable customers.
- Being able to stand for extended period.
- Accept payments by cash, cheque, cards or voucher.
- Assists in locating specific items..

On- the Job Trainee (Food and Beverages, Housekeeping, Reception)

Imperial Palace Hotel

April 2013-December 2013

Roles and Responsibilities:

- Provide the needs of the guests
- Ensure the cleanliness of the rooms and public areas
- Reviews daily inventory of arrivals, departures, rooms and supplies
- Assists in unloading delivery and ensuring the food stored properly
- Welcoming and assists to direct visitors properly
- Responsible for maintaining the work environment hygiene

EDUCATIONAL BACKGROUND

Bachelor of Science in Hotel and Restaurant Management, 2014

*Naval State University**Naval, Biliran, Philippines***PERSONAL INFORMATION**

Birth Date:	October 26, 1993
Civil Status:	Married
Permanent Address:	Talahid, Almeria, Biliran, Philippines
Languages:	English, Filipino
Nationality:	Filipino