

**Maria Clarizza Cortado Javier**  
**Rm 713 Al Roda Tower 2 Al Nahda Sharjah**  
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A highly motivated person who can provide quality service to whatever tasks are needed or being assigned. A well-rounded person in all aspects of life and willing to share my skills in the growth of the company.

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## **CAREER HISTORY**

**Ribbon of Light Trading FZCo**  
**November 1, 2020 – Present**  
**Position : Receptionist com Administrative Assistant**

### **Task and Responsibilities**

- Greet and welcome guests as soon as they arrive at the office
- Direct visitors to the appropriate person and office
- Answer, screen, and forward incoming phone calls
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- Provide basic and accurate information in-person and via phone/email
- Receive, sort and distribute daily mail/deliveries
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges)
- Order front office supplies and keep inventory of stock
- Update calendars and schedule meetings
- Arrange travel and accommodations, and prepare vouchers
- Keep updated records of office expenses and costs
- Perform other clerical receptionist duties such as filing, photocopying, transcribing and faxing

**Rio Travels**  
**March 2019 - March 2020**  
**Position: Travel Consultant**

### **Task and Responsibilities**

- Greet and welcome guest/s and clients
- Scout for possible individual and group of travelers in need of tourist visa for UAE and visa changes inside the country by means of social media and inter person approach.
- Book air tickets in any destination/country in the world.
- Assist individual and groups in planning, organizing, booking, and preparing the documentation needed for their application.
- Collects deposits and balances and properly coordinate with the cashier.

**Regent Palace Hotel**  
**March 2015 – June 2016**  
**Position: Telephone Operator**

**Task and Responsibilities**

- Answers incoming calls.
- Directs call to guest rooms, staff, or departments through the switchboard.
- Places outgoing calls.
- Receives guest messages and deliver the same to the guest.
- Logs all wake-up call requests and performs wake-up call services.
- Provides information about hotel services to guests.
- Provides paging services for hotel guests and employees.
- Knows what action to take when an emergency call is required.
- Assists in reporting telephone equipment or service complaints and problems.
- Multitasking abilities will always come in handy because a switchboard operator may be asked to do other jobs as well.
- Must be polite and courteous while answering the phone.
- Open and close telephone functionality on the hotel front office software.
- Update directory information on the front office software.
- Following telephone etiquette.

**National Kidney and Transplant Institute**  
**Department of laboratory Medicine**  
**Feb. 2011 – Jun. 2014**  
**Position: Laboratory Clerk III**

**Task and Responsibilities**

- Assists patients with regards to their Laboratory requests
- Assist Medical Technologies in receiving specimen within hospitals and outside request of other hospitals for laboratory procedures
- Encodings and filing of documents, request forms and laboratory results
- Prepare monthly report of the overall laboratory flow (Number of patients served and the time frame they have been served/attended by the Med tech)

**Philippine Bank of Communication**  
**Oct. 2009 - Jan. 2011**  
**Position: Administrative Assistant**

**Task and Responsibilities**

- Assists Relations Manager in releasing of personal loans
- Assists client who will be claiming their loan proceeds
- Prepare all checks/PDCs needed for the payment of the loan
- Filing and documentations of all the clients' requirements in their personal loans
- Prepare weekly and monthly Report
- Follow up payments, lump sum checks and call out collections
- Receive application and queries regarding personal loans.

## **KEY SKILLS AND COMPETENCES**

### **SKILLS**

- > Adept in Office works
- > Good Customer Relations
- > With Cashiering and Sales Expertise
- > Computer Literate (MS Office Word, Excel, Outlook and PowerPoint)
- > Adept in Laboratory (Clerical) work
- > Knowledge in basic office procedure and equipment

### **PERSONAL**

- > Excellent people skills, leadership skills and Customer focus
- > Good communication skills
- > Proactive approach to problem solving
- > Able to work closely with customers, often joint client / consulting teams
- > Flexible and adaptable, able to work well individually and within a team
- > Ability to handle confidential information
- > Can interact with all levels of staff including senior management with outmost respect
- > The ability to perform under pressure and deliver to challenging timescale

## **ACADEMICS**

*College*  
**CENTRAL COLLEGES OF THE PHILIPPINES** (1997 - 2002)  
**BS Computer Engineering**

*High School*  
**RIZAL HIGH SCHOOL** (1993 - 1997)

*Primary*  
**PASIG ELEMENTARY SCHOOL** (1987 - 1993)

## **PERSONAL BACKGROUND**

Born	:	January 07, 1981
Nationality	:	Filipino
Civil Status	:	Married
Passport No.	:	P3921103A
Visa Status	:	Husband Visa holder
Languages	:	Proficient in English and Filipino

## **REFERENCES**

Available upon Request