



## **PERSONAL INFORMATION**

**Rhea Mae C. Accornero**

+971-55 6673989

ryanodracs@gmail.com

## **EDUCATIONAL BACKGROUND**

### **College Graduate**

Bachelor of Arts in

Psychology

2002

## **CHARACTER REFERENCE**

**Mr Salil Nakra**

General Manager

EMAX

Mall of Emirates

+971-506501024

**Mr. Shibu Thomas**

General Manager

Homewide – MHAO Group of  
Companies

+971-504583126

## **Qualification Profile**

- Detail-oriented, efficient and organized professional with extensive experience in office administrative field
- Supervise and motivate the work of a group and can work well within a team
- Learn and acquire new skills fast and work well under pressure

## **Career Objective**

To be part of a dynamic company where I can contribute my skills and at the sametime, broaden my knowledge and experience in line with service and management.

## **PROFESSIONAL EXPERIENCE**

### **Department Supervisor**

**Cashier Dept., Emax**

**Jan- 2009 – Aug 2019**

- Demonstrate strong customer service orientation within the customer service guidelines
- Coordination with Audit/Training/IT/Commercial team for regular updates on system and processes.
- Responsible for day-to-day as per department workload.
- Preparation of weekly and monthly report to update and to be sent in Head Office/Finance Department
- Responsible for managing emails, queries and distributing to the concerned department for their information
- Maintain the department document tracking register
- Log document requests and help retrieve documents as needed for employees
- Create document filing and organizing systems that are both effective and efficient

### **Customer Service Representative**

**ePLDT Ventus, Makati Philippines**

**Nov 2007 – Jan 2009**

- Answer inbound calls as well assist customers with specific inquiries.
- Update the existing databases with changes and the status of each customer/prospective customer
- Customer Care
- Technical Support
- Sales support.

### **Integrity Travel International**

**Mar 2003 – June 2007**

**Tour Coordinator/Office Assistant**

- Escort groups on sightseeing tours or places of interest
- Arranged and reserve companies for tour participants
- Work closely with road manager.