



Curriculum Vitae
Katherine P. Orfila

**Receptionist
Front Desk Officer**

“Professionalism and Care at Every First Impression.”

Objective

To obtain a Front Desk Officer position in a reputable hospital where I can apply my communication, customer service, and organizational skills to provide quality assistance to patients and visitors. I aim to create a welcoming environment, support daily administrative operations efficiently, and contribute positively to the healthcare team and patient satisfaction.

Mission

My mission is to deliver professional, compassionate, and efficient front desk service by assisting patients with respect, accuracy, and courtesy at all times. I am committed to maintaining organized administrative processes, ensuring smooth communication within the workplace, and contributing to a positive healthcare experience for patients, visitors, and staff members.

Goal

My goal is to become a highly dependable and skilled Front Desk Officer by continuously improving my communication, administrative, and problem-solving abilities. I aspire to gain valuable experience in healthcare services, build strong professional relationships, and contribute to the organization’s success through excellent service, professionalism, dedication, and continuous personal growth.

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“Delivering Compassion, Professionalism, and Excellence in Every Patient Interaction.”

Work Experience

Assistant Store Manager

Boss Body Wear – Jashanmal National Company

Dubai, United Arab Emirates

Jan 2024 - Present



- Assisted in managing daily store operations to ensure smooth workflow, organized displays, and efficient customer service.
- Supported the Store Manager in achieving sales goals by assisting customers and promoting products professionally.
- Supervised staff performance and helped maintain a productive, teamwork-oriented, and customer-focused work environment.
- Handled customer inquiries, concerns, and complaints professionally to ensure customer satisfaction and positive shopping experiences.
- Monitored inventory levels, assisted with stock replenishment, and ensured proper product arrangement inside the store.
- Maintained store cleanliness, visual merchandising standards, and compliance with company policies and procedures.
- Assisted in staff training, scheduling, and administrative tasks to support overall store performance and operational efficiency.

STORE IN-CHARGE

Calvin Klein Underwear – Jashanmal National Company

Dubai, United Arab Emirates

Aug. 2023 - Dec 2024



- Manage & maximize the overall performance of the store.
- Provide exceptional customer service experience to drive sales for the store.
- Training & coaching the team to apply quality operations while ensuring adherence to Brand & Company standards.
- Ensuring our key accountabilities, performance indicators and responsibilities are achieved to the highest standards.

SENIOR SALES ASSOCIATE

Calvin Klein Underwear - Jashanmal National Company

Dubai, United Arab Emirates

Jan. 16, 2014 – July 2023



- Responsible for all sales activities focused on consumers and merchants in the retail market
- Support teams for the achievement of customer satisfaction, revenue generation, and long-term account goals in line with company vision and values
- Perform tasks and make sure that things are getting done from the staff and other workers.
- Helps Store Manager in all paper works and store merchandising.
- In-charge in all store operation in the absence of Store Manager.

STORE MANAGER

MANGO Philippines – Trimark Fashion International, Inc

Metro Manila, Philippines – May 26, 2009 – October 14, 2013

MANGO

- ·To organize and distribute tasks and positions to each team member.
- ·To ensure that all staff are familiar with and apply the customer services standards of
- the company.
- ·To advise the team on how to maximize sales with their everyday work.
- ·To ensure compliance with local legislation and internal store regulations.
- ·Take on the responsibilities of completing daily paperwork. Reporting to Operations manager.
- ·To manage and monitor inbound and outbound stocks and deliveries. (reporting to USAT Spain for any damages or shortage)
- ·In charge of supervising stock take and inventory.
- ·Supervising 3 Shops. Mango Shangrila and Mango MegaMall (2 Malls).

Education And Trainings

Bachelor's Degree in Nursing
Southeast Asia College, Inc. (Formerly UDMC)
Manila, Philippines – 2003 to 2008



Computer Engineering
AMA Computer College
Sta Mesa Manila, Philippines – 2002 to 2003



Management Training – Makati City, Philippines
May 28-30, 2010
March 12-14, 2011

Annual Trends and Merchandising Training – Makati City, Philippines
From year 2011 to 2013

Character References:

Yolanda Barreto
Regional Brand Manager
Jashanmal National Company LLC
050-5271846

Gina Aquino
Store Manager
Boss Body Wear - Jashanmal National Company LLC
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