

VICTORIA VIRREY DELA CRUZ



CONTACT

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CORE SKILLS

- Written and Verbal Communication
- Proficiency with Microsoft Office (Excel, Word, PowerPoint)
- Ability to use a large range of email clients (Outlook, Gmail)
- Setting customer expectations
- Absorbing and disseminating information in a practical and understandable way
- Adaptability
- Leadership skills
- Complaint and problem resolution
- Excellent Customer Service
- Hardworking and dedicated

EDUCATION/CERTIFICATE

COURSE: IATA PASSENGER GROUND SERVICES

ZABEL INTERNATIONAL INSTITUTE OF MANAGEMENT & TECHNOLOGY

Burjuman Dubai United Arab Emirates
Sept 16,2025 - December 16,2025

IATA CERTIFICATION

PASSENGER GROUND SERVICES

December 19, 2025

COURSE:

MICROSOFT EXCEL CORE

FILIPINO DIGERATI ASSOCIATION

Crystal Plaza Sharjah United Arab Emirates
August 31,2012- November 9,2012

PROFESSIONAL SUMMARY

Highly motivated and dependable individual with a strong work ethic and a willingness to learn. Demonstrates adaptability, strong interpersonal skills, and the ability to work independently when required. Experienced in customer service, multitasking, time management, and organizational skills across various work environments. Seeking an opportunity to further develop skills while contributing positively to the company's growth.

WORK HISTORY

Nov 2020-

REX MEDICAL CENTRE

Jan 2023

Sheikh Zayed Road Dubai United Arab Emirates FRONT DESK RECEPTIONIST/COSTUMER SERVICE REPRESENTATIVE

- Greeting the customers/patients as they enter the establishment and offering assistance.
- Check for the booking of the patients, and give pertaining information.
- Make a booking reservation for the patients over the phone or the Internet.
- Collecting payment by cash or by card as the patient check out.
- Making a collection report for monthly and daily basis. (Accounts)
- Answering all inquiries about the service that we provide and giving the correct information and assigned Doctor for the treatment needed.
- Making a report for DHA statistic/patient data.

Jan. 2013-

SNOOZECUBE LLC.

Jan. 2017.

Dubai International Airport- Terminal 1 RECEPTIONIST cum ADMIN ASSISTANT

- Greeting the customers as they enter the establishment and offering assistance.
- Check for the booking of the client, and give pertaining information.
- Making room reservation for the clients over the phone or the Internet.
- Sending e-mail reminders to clients for booking confirmation, and other related services.
- In charge of collecting payment by cash, credit cards or automatic debits.
- Answering queries by calls and email.
- Entertaining walk in guests and settling complaints

**COURSE: OFFICE MANAGEMENT WITH
COMPUTER**

Lipa City Public College

Lipa City Batangas

2000-2002

**PANSOL NATIONAL HIGH SCHOOL
HIGH SCHOOL**

Pansol Padre Garcia, Batangas

1996-2000

DOCUMENTS

TYPE OF VISA: Husband Visa

PASSPORT: P8658934B

UAE DRIVING LICENSE: 2067982

- Doing the refunds for cancelled bookings.
- Making an everyday report and provide secretarial and administrative support to management and other staff.

June 2009--

Feb 2012

KNK MARKETING AND COSULTANCY

Al Rais Center, Burdubai

***SALES PROMOTER (HP (Hewlett Packard)
Printers, Vivitar Digital Camera)***

OUTLET: Deira City Centre Carrefour, Lulu Al
Qusais & Carrefour Shindagha

- Maintained and ensure the proper level of stocks.
- Ensuring the cleanliness of area and having good display.
- Assisting customers in selecting and locating the right product to ensuring that the customer is satisfied.
- Describes the product features, demonstrate to the customer how the product is used and how to operate it.

June 2007-- **FOREIGNERS EMPLOYMENT,
MANAGEMENT& CONSULTANCY**

May 2009. ***Al Buhaira, Sharjah-U.A.E.***

Assistant Marketing cum Secretary

- Dealing with other company to take job order.
- Encoding all CV files to the computer and make updating for it.
- Answering all incoming and outgoing calls.
- Making quotation and answering all emails and faxes.
- Prepared and arranged an appointment for interview schedule.

*Character references can be provided upon
request.*