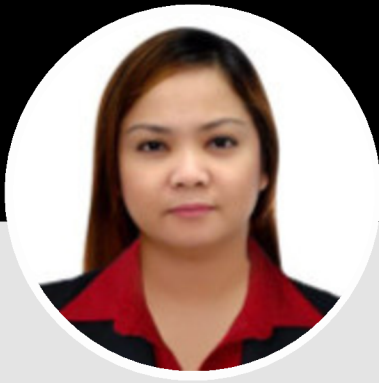


# ANNA VIOLAINÉ TORALBA

## RECEPTIONIST



### CONTACT

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Abu Shagara, Sharjah UAE

### TECHNICAL SKILLS

- Software :  
ERP Systems, Patient Management Systems, Microsoft Office
- Administrative Tools:  
Canva (for visual scheduling/notices), Record-Keeping Databases

### EDUCATION

Bachelor of Science in Instrumentation and Control Engineering  
June 1998 – April 2003

### LANGUAGES

- English (fluent)
- Tagalog

#### PROFILE

Detail-oriented Receptionist and Administrative Professional with 6+ years of experience in managing front-office operations, client relations, and scheduling across medical, beauty, and corporate environments. Adept at handling high-volume inquiries, maintaining confidential records, and ensuring seamless office workflows. Combines strong organizational skills with expertise in financial transactions (accounts payable/receivable) to support operational excellence.

#### CORE RECEPTIONIST & ADMINISTRATIVE SKILLS

- ✓ FRONT DESK MANAGEMENT & MULTITASKING
- ✓ CLIENT SCHEDULING & APPOINTMENT COORDINATION
- ✓ CONFIDENTIAL RECORD KEEPING (PATIENT/CLIENT DATA)
- ✓ CASH HANDLING & FINANCIAL RECONCILIATION
- ✓ INVENTORY & SUPPLY MANAGEMENT
- ✓ CUSTOMER SERVICE & CONFLICT RESOLUTION
- ✓ MICROSOFT OFFICE (EXCEL, WORD, OUTLOOK) & CANVA



### WORK EXPERIENCE

**Zaina Medical Centre - Sharjah, UAE\*\***      OCT 2021- PRESENT  
**Receptionist | Accounts Payable In-Charge**

- Manage front desk operations for a busy medical center, handling patient check-ins, inquiries, and appointment scheduling.
- Process payments, resolve billing discrepancies, and generate financial reports, ensuring accuracy in accounts payables.
- Maintain strict confidentiality of patient records and streamline correspondence between departments.

**Xclusive Works Technical Services LLC - Dubai, UAE**  
**Receptionist | Administrative Assistant**      Dec 2020 – May 2021

- Served as the first point of contact for clients and vendors, directing inquiries and managing office communications.
- Processed invoices and purchase orders, coordinating with accounting teams to ensure timely payments.
- Organized meetings and maintained documentation systems for efficient record retrieval.

**Simply Beauty Ladies Salon - Sharjah, UAE**      June 2019 – Sep 2020  
**Receptionist | Administrative Assistant**

- Managed client bookings, walk-ins, and cash transactions, enhancing customer satisfaction.
- Reconciled daily sales reports and monitored inventory of beauty products.

**Royal Highness - Jeddah, K.S.A**      July 2018 – March 2019  
**Wardrobe Assistant**

- Coordinated wardrobe logistics and schedules for high-profile clientele, demonstrating discretion and attention to detail.

**Mariyah Ladies Center - Riyadh, K.S.A**      Aug 2014 – Dec 2016  
**Secretary | Receptionist**

- Handled customer complaints with professionalism, improving retention rates.
- Prepared daily/monthly sales reports and managed stock inventory.