



Michelle A. Ortega


Curriculum Vitae

HIGHLIGHTS OF QUALIFICATION

- A degree holder of Bachelor of Science Major in Tourism with four-year course in Centro Escolar University.
- Excellent English communication skills.
- A goal-oriented, honest, committed and determined individual who is willing to learn and to be trained under minimum supervision.
- More than 2 years working experience as medical receptionist in Long Life Clinic in Kuwait
- 2 years working experience in 5-star hotel as guest service operator in Abu Dhabi, UAE.
- 10 months working experience as GSA (Guest Service Agent) Floating Hotel Veronica in Duqm Oman. 17 months working experience as a guest service agent in DoubleTree by Hilton Resort and Spa with 725 guest rooms.
- Communication – Strong interpersonal; Written; Coordination; Negotiation skills.
- Strong problem – solving ability – analytical; customer complaint resolution skills.
- Strong team player skills who can work under pressure.
- Integrity; Patience; Tolerance; Ability to stay calm in pressured environment.
- Computer proficient in Microsoft Office Suite, Outlook and internet browser.
- Willing to work or shifting schedules, including graveyard, weekend and holidays.
- Can speak basic German language and basic Arabic language.
- Proficient in Pro Logic system.
- Proficient in Fiesta system.
- Proficient in ONQ system.

CONTACT

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OBJECTIVES

To seek an employment in a stable firm that offers long-term career growth possibilities, and to acquire a fulfilling position were capabilities, experiences, and background in hospitality can be used and develop including eagerness to learn new skills that will allow my fullest potential and competence to be enhanced in contributing with the business.

INTEREST

Reading, watching movies, meeting friends, internet surfing

WORKING EXPERIENCES

Front Office Medical Receptionist

April 2019 – November 2021

LONG LIFE CLINIC MAHBOULA, KUWAIT

- Experienced medical office receptionist with almost 3 years' experience in working within clinical settings. Skilled in optimizing clinic workflows by managing patient flows, physician schedule, and patient appointments. Strong administrative skills, including inventory management, account receivables, and patient records management. Seeking to take the next career step with a highly respected healthcare organization dedicated to producing positive patient outcomes and delivering exceptional customer service.
- Greet and check in patients, and collect personal, medical, and insurance information.
- Schedule, reschedule, and verify patient appointments; schedule appointments with secondary care providers.
- Coordinate physician schedules and maintain patient flow by communicating patient arrivals.
- Use EMR software to manage patient records and files; reinforce and uphold patient confidentiality as required by HIPAA and clinic.
- Manage office and medical supply inventories; receive deliveries and organize supplies in stockrooms and exam rooms

Guest Service Agent

Mar 2016-Aug 2017

DoubleTree by Hilton Resort and Spa Marjan Island – Ras Al Khaimah, UAE

- Greets guests with a welcoming smile and friendly demeanor.
- Performs all guest check-in and check-out procedures.
- Ensure that all guest get proper service in terms of check-in, check-out and while at the room.
- Obtain or confirm guest information, assign accommodation area.
- Make myself available always in the lobby to extend any kind of help/address any kind of grievances by guests.
- Handling of cash, foreign exchange and different credit card and debit card.
- Answers phones and direct calls to appropriate personnel.
- Maintain a clean and tidy work place at all times.
- Informs guest of hotel amenities and offerings.
- Be informed and up-to-date on all types of rooms availability.
- Communicate with housekeeping room status.
- Upsell rooms and promote the promotion and happenings within the spa, recreation, salon, bar, restaurants and other outlets.

Receptionist

Dec 2011-Nov 2012

Floating Hotel Veronica-Duqum, Oman, UAE

- Responsible for providing secretarial, clerical and administrative support in order to ensure that municipal services are provided in an effective and efficient manner.

- Receptionist reports to the Executive Director and is responsible for providing office and clerical services. Failure to provide these services in an efficient and effective manner will result in disruptions in the provision of services.
- Provide the office support services in order to ensure efficiency and effectiveness within the office.
- Receive, direct and relay telephone messages and fax messages.
- Open and date stamp all general correspondences.
- Maintain the general filing system and file all correspondences.
- Assist in planning and preparation of meetings, conferences and conference telephone calls.
- Maintain an adequate inventory of office supplies.

Guest Service Operator

Sept 2006 - Sept 2008

Danat Resort Jebel Danna – Abu Dhabi, UAE

- Operates switchboards and routes incoming and outgoing calls.
- Uses the telephone consoles to its optimum level.
- Receive and relays incoming and outgoing calls and providing relevant information regarding the hotel.
- Provide specific directory information required, in accordance with the policy and procedure pertaining the disclosure of directory information.
- Do follow up and make sure that guest received the service in time and place required
- Send and receive facsimile.
- Prepares competitor's report and work report.
- Performs miscellaneous job-related duties as assigned.

EDUCATION

**Tertiary
2002-2006**

**Centro Escolar University
Mendiola, Manila, Philippines**

**Secondary
1998-2002**

**St. Paul College
San Rafael Bulacan, Philippines**

TRAINING

BASIC TRAINING

Grand Tourism Convention – 2005

Hyatt & Hotel Casino, Manila

Hotel Familiarization Tour and Seminar – 2005

Oakwood Premier, Ayala Manila

- Food & Beverage
- Housekeeping
- Human Resource
- Front Desk
- Food and Beverage – Bohol Beach Club – Philippines

Danat Resort Jebel Danna -2006 I Jebel Danna, Abu Dhabi, UAE Train the Trainers @ Danat Resort
Fire and Safety in Hotel Training @ Danat Resort
Excellent Customer Service Training @ Danat Resort
Customer Handling Complaint @ Danat Resort
Telephone Courtesy @ Danat Resort Spirit of Hospitality @ Danat Resort

Nov. - Dec.2005

On-the-job Training as Passenger Service Agent - Passenger Service Department

NINOY AQUINO INTERNATIONAL AIRPORT NAIA TERMINAL 1

Dec. 2005 - Feb. 2005

WG&A –Super Commerce Inc.

23 Corner Railroad St., Harbor Port Area, Manila

BASIC SAFETY COURSE

Magsaysay Training Center, U.N. Ave., corner Taft Avenue, Ermita, Manila October 16-24, 2009

- Personal Survival Techniques (IMO Model Course 1.19)
- Fire Prevention and Fire Fighting (IMO Model Course 1.20)
- Elementary First Aid (IMO Model 1.13)
- Personal Safety and Social Responsibility (IMO Model Course 1.21)

CROWD MANAGEMENT, PASSENGER SAFETY AND SAFETY TRAINING FOR PERSONNEL PROVIDING DIRECT SERVICES TO PASSENGERS IN PASSENGER SPACES

(IMO Model Course 1.28)

SeatechMaritime, Taft, Manila December 26-27, 2011

ATTESTATION

I hereby certify that the information stated above are true and correct to the best of my knowledge, belief and ability.

Michelle A. Ortega
Applicant