



## **CRISTY B. LLABAN**

### **Administrative Assistant**

Gabriel Street Taglesville Capitangan, Abucay Bataan

Email Add: [khitz.25@gmail.com](mailto:khitz.25@gmail.com)

Mobile No: +639392747503

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### **Career Objective:**

To obtain my administrative position in an organization using office management, administrative support, problem solving skills to support executives and build a loyal client base, and a desire to succeed in a fast-paced environment to make a difference in the office administrative procedures.

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### **Skills & Competencies**

- Knowledge in computer (Microsoft office word, excel, powerpoint presentation).
- Effective listening, speaking and writing communication skills
- Analytical and problem solving
- Good organizational skills of processing documentation, archiving and filing
- Has good knowledge and skills of customer service

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### **Academic Qualifications:**

- **Tertiary**  
Associate of Hotel and Restaurant Management  
University of Manila Philippines  
1998 – 2000
- **Secondary Education**  
Pasay City West High School, Philippines  
1994 - 1998
- **Primary Education**  
CUNETA Elementary School, Pasay City Philippines  
1989 - 1994

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## Professional Qualification

- Compensation & Benefits Training
- HR Management Training
- HR Module Training
- Customer Service Training
- Time Management Training
- Basic H2S Training

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## Language Competency:

English	Excellent in reading and writing
Tagalog:	Mother tongue
Arabic:	Basic
Japanese Nihonggo:	Basic

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## Work History:

**NCC Group of Companies**  
**Main Office in Abu Dhabi, United Arab Emirates**  
**Work as a Admin Clerk**  
**November 2, 2014 up to November 19, 2016**

Description as follow

- Maintains and update staff lists for location processes all staff related documents. Maintains location documentation.
- Prepares staff daily/monthly time sheet, duty roaster.
- Compiles operations statistics, analyze trends and make recommendations. Maintains incoming and outgoing documents.
- Answers and directs incoming telephone calls. Communicate with staff, clients and suppliers to provide guidance and information.
- Assists in implementing and maintaining the NCC IMS system for the operations. Assists in developing, maintaining and implementing procedures, policies and forms.
- Preparing contract for the clients (approved by the department head).
- Locate and attach appropriate files to incoming correspondence requiring replies.
- Schedule and confirm appointment for the clients.
- Organize processes around the customer taking account of complex and sensitive issues to meets their needs.
- Gathers and monitors customer feedback.
- Compares observations or finished work to what expected to find inconsistencies.

**NCC Group of Companies****LAVANDA Café, ETIHAD Airways Headquarters, Abu Dhabi UAE****Work as a Food Attendant / Waitress****September 29, 2011 up to October 30, 2014**

Description as follow:

- Serving during normal daily operation.
- Takes food and beverage orders from customers.
- Ordering of Daily pastries and bakeries items.
- Ordering non-food and dry goods needed in the store.
- Cashiering.
- Printing daily breakfast and lunch buffet labels.
- Receiving deliveries.
- Answering customer's queries and complaints.
- Making Coffee.

**Puerto Azul Beach and Country Club, Ternate Cavite, Philippines****Work as a Food Attendant****January 2007 till December 2010**

Description as follow:

- Greet and assist customers where they are seated.
- Take Orders, serves foods and drinks.
- Clean and clear tables.
- Responsible for all the cleanliness of rooms.
- Check every item in the room if there is broken or lost.

**SM Department Store, Makati City, Philippines****Work as a Sales Clerk****January 1999 till June 1999**

Description as follow:

- Implementing new promo items.
- Giving freebies and sample of products.
- Introducing new products to the customers.
- Set up daily, weekly and monthly display.

**Wendy's Hamburger, Paranaque City, Philippines****Work as a Service Crew****September 1998 till December 1998**

Description as follow:

- Assists customers.

- Introducing new items.
- Answering questions and giving ideas of the items.
- Cashiering.
- Sending weekly orders through phone or fax.
- Answering telephone calls.
- Receiving deliveries

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### **Personal Information**

Email Add: khitz.25@gmail.com  
Date of Birth: July 25, 1981  
Nationality: Filipino  
Religion: Christian

I certify that all the information stated in these Curriculum Vitae is true and correct to the best of my knowledge.



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**Cristy B. Llaban**  
(Applicant)