

ANN R. GAVINO

8/23 Lancelot Street
Allawah NSW 2218
0451 881 751
anngavino@yahoo.com.au

Education

- 2001 – 2005 **Bachelor of Science in Tourism**
University of Santo Tomas, Philippines
- 1997 – 2001 **High School Diploma**
St. Mary's Academy, Philippines

Professional Experience

- May 2018 – Jan 2019 **Medical Receptionist**
Tristar Medical Group, Ararat

Position Summary

- Delivered exceptional customer service when dealing with patients' needs and requests, including answering phones, booking appointments, following up on queries in a timely manner
- Performed other administrative tasks such as banking, scanning, photocopying and filing
- Provided adequate support to GPs and other clinicians
- Triage

- May 2017 – May 2018 **Catering Assistant (Nursing Home)**
70 Lowe St., East Grampians Health Service

Position Summary

- Provided outstanding customer service tailored to the different needs of residents
- Ensured a clean and hygienic food preparation areas in accordance to Food Act 1984
- Coordinated and multi-tasked duties in a busy environment

- Oct 2015 – Mar 2016 **Receptionist**
Sofitel Sydney Wentworth

Position Summary

- Provided the highest level of service possible by creating magnificent memories for guests

- Maintained strict security procedures with credit and cash transactions
- Ensured procedures followed in relation to guest confidentiality
- Promoted the hotel's products and services and loyalty program
- Participated in training and development programs to enhance skills and capabilities

Apr 2015 – Oct 2015

Guest Services Agent

The Grace Hotel, Sydney

Position Summary

- Warmly welcomed guests during check-in and provided fond farewells to guests upon checkout
- Ensured that all check-ins and check-outs were handled smoothly without unnecessary delay or discomfort to the guests
- Handled guest complaints and feedback in an efficient and timely manner
- Operated the switchboard effectively and handled calls promptly and professionally
- Coordinated and multi-tasked duties in a busy environment
- Guided new Guest Services Agents on the use of Opera Software and other Front Office procedures

Awards / Achievements

- June 2015 Employee of the Month (Smile)
- August 2015 Nominee for Employee of the Month (Upselling)

Apr 2014 – Nov 2014

Guest Relations Executive

Hotel Clover, Singapore

Position Summary

- Provided outstanding customer service by responding to their requests promptly and courteously during check-in, check-out and throughout their stay
- Handled guest complaints and feedback in an efficient and timely manner
- Coordinated and multi-tasked duties in a busy environment

Aug 2008 – Feb 2014

Senior Flight Stewardess (Supervisor)

Emirates Airlines, Dubai, United Arab Emirates

Position Summary

- Managed a team of 4 -10 crew members to ensure flight safety and an excellent service onboard
- Conducted grooming check, document inspection and pre-flight briefings
- Handled guest complaints and spearheaded service recovery
- Evaluated crew members performance based on key performance indicators

Trainings Attended

May 2018	PracSoft/Medical Director
Mar 2018	Introduction to Montessori For Dementia
July 2017	Management of Clinical Aggression
April 2015	Accredited Barista Course and Hygienic Practices for Food Safety Australian Barista School, Sydney
2014	Micros Opera Lite Hotel Clover
2011 – 2013	Tempus Telemedicine Emirates Airlines
2008 – 2013	CPR and First Aid Emirates Airlines

Key Skills

- Excellent oral and written English communication skills
- Time management
- Keen attention to detail
- Strategic and creative thinking
- Able to work independently or as part of a team
- Leadership and coaching ability

Character Referees

Available on request

