



NADINE BANDE

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+971 521582889

MIR 5 Industrial 5, Al Qusais - Dubai, UAE

EDUCATION

BS- Hotel and Restaurant Services:

Montessori Professional College
Quezon City- Philippines
August 2013

High School Diploma:

Bagong Silang High School
Caloocan City- Philippines,
March 2012

Elementary Graduated:

Bagong Silang Elementary School
Caloocan City- Philippines,
March 2008

PERSONAL INFORMATION

- **Date of Birth** - Oct. 1, 1996
- **Age** - 26 years old
- **Height** – 167cm
- **Nationality** - Philippines
- **Visa Status** – Employment
- **Passport** – P6A4536A

LANGUAGES

ENGLISH - FLUENT

TAGALOG - NATIVE

CAREER OBJECTIVE

To seek and maintain a full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

JOB EXPERIENCE

May 2022 – Present

Bloomberg Asharq News – Receptionist cum Admin Dubai, UAE

- Greet visitors, sort, collate and distribute all incoming/outgoing mail.
- Managing office supplies such as stationery and aspiring for a challenging and responsible position in the field of admin would be conducive for my professional growth and to implement various technical skills acquired during my career. equipment.
- Maintaining office services and management of meeting rooms.
- Ensuring all policies and procedures are always adhering too.
- All Health and Safety instructions to be always followed too.
- Carry out other duties as required, including but not limited to maintenance of site noticeboards and operating telephone.

October 2021 - March 2022

Dubai EXPO 2020 - Ticketing Sales Operator Dubai, UAE

- Maintained up-to-date knowledge of sales, payment policies and security standards.
- Worked with diligence to regularly meet or exceed special targets, including credit card applications, upgrades, and specific ticket promotions.
- Consistently exceeded client expectations, providing support and guidance throughout the entire up to purchasing the ticket.
- Responded to customer general inquiries related to services, tourist attractions, amenities and promptly addressed issues or complaints.

August 2020 - July 2021

Teleperformance – Shopee PH - Customer Service Representative

Quezon City, Philippines

- Greeting the customer through chat. Ask probing questions of clients to understand their needs and identify actionable requirements.
- Documented customer contacts in computer tools for use in further interactions or actions.
- Documented all customer information accurately in the computer system, providing dated notes for future reference.
- Developed highly empathetic client relationships and earned a reputation for service standard goals.

• **EXCELLENCE
SPHERE**

- Customer service
- Organization and Time Management
- Sales and Service Oriented
- Office Administration
- Events
- Upselling
- MS Word/Excel/Outlook
- BOS/POS System

CERTIFICATIONS

- English Proficiency
CEVAS IELTS review center
April 2018-May 2018
- Food and Beverage Services NCII –
ASTDC
(Asian Skills Training and Development Center)
Certificate number:
13130102012679
September 2013-
December 2013

**CHARACTER
REFERENCE**

Marvin Pinto
EXPO 2020
Ticketing Operations
Manager
+971 543227718

Charice Angelus Marva
EXPO 2020
Ticketing Operations
Supervisor
+971 569802536

Faisal Ahmed Abdulla Ahli
Dubai International Airport
Terminal Duty Officer
+971 503455573

November 2019 - April 2020

Dubai International Airport- Terminal 3 - Customer Service Assistant/ Visitor's Guide Dubai, UAE

- Staff operations, including arrivals, and departures, identifying and addressing concerns promptly to maintain targets.
- Communicated with supervisor operations teams to inform the high or low-volume flow of passengers within the area.
- Coordinated assistance for passengers with special needs to maintain first-class customer service standards.
- Prepared information and plans to ensure terminal security operations were effectively timed to accommodate numbers of passengers locally and internationally.

January 2019 - July 2019

Four Seasons Buffet and Hotpot by Vikings – Front Desk Executive

Quezon City, Philippines

- Processed reservations by phone, answered customer questions and provided accurate waiting times.
- Maintained highly loyal guests by delivering unparalleled service at every stage of restaurant dining experiences.
- Prioritized tasks and coordinated activities of dining room personnel to deliver prompt, courteous service.
- Assisted in preparing the dining room for special upcoming functions by decorating, setting up tables and displaying special group menus.

July 2016 - August 2018

Master Garden Filipino Cuisine – Receptionist/Event Organizer

Quezon City, Philippines

- Supervised server balance, monitoring table turnover to accurately seat customers and elevate dining experiences.
- Planned and executed guest parties and events, effectively organizing menus, spaces, and special requests. Helping staff during busy periods by taking food and drink orders.
- Resolved guest and employee complaints, maintaining customer satisfaction and workforce effectiveness.

May 2015 - April 2016

SPARKS Resto Lounge – VIP Host Manila City, Philippines

- Warmly greeted guests, ushering to appropriate seating, or waiting areas within the timeframe. Effectively managed bookings and group reservations, promptly resolving issues to maintain first-class customer service standards.
- Coordinated bespoke services including catering for special events and parties and liaising with vendors to maintain timely service.
- Replenished stations and oversaw general cleanliness and organization through mise-en-place.



Nadine J. Bande

Applicant Signature