



GISELA PERMEJO SIA

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EDUCATION

UNIVERSITY OF BAGUIO, PHILIPPINES

Bachelor of Science Business Administration
Major in operation Management

1999 - 2000

ATTY.ROQUE A MARCOS MEMORIAL NATIONAL HIGH SCHOOL

High school

1995 - 1996

LAPAZ CENTRAL SCHOOL, LAPAZ LEYTE

Elementary School

WORK EXPERIENCE

2021 - JULY TILL PRESENT:

PLUS FITNESS-HAMAD AQUATIC CENTER DOHA, QATAR

Sales Specialist/Receptionist

- Maximize the sales performance by establishing strong relationships and gaining insight to the needs and lifestyle of the client
- Represent our company, with a comprehensive understanding of our offerings
- Meet weekly, monthly, and annual sales and activity quotas
- Generate leads and commit to customer service by building relationships
- Adjust sales techniques based on interactions and results in the field
- Perform incisive and insightful market and competitive research
- Greet and welcome guests as soon as they arrive at the office
- Direct visitors to the appropriate person and office. Answer, screen, and forward incoming phone calls
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g., pens, forms, and brochures)
- Provide basic and accurate information in-person and via phone/email. Receive, sort, and distribute daily mail/deliveries.

- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges)
- Order front office supplies and keep inventory of stock
- Perform other clerical receptionist duties such as filing, photocopying, transcribing, and faxing.

01/10/2019 –05/30/ 2021

PEARLING SEASON INTERNATIONAL SCHOOL

P.A-Operation Management-H. K-Supervisor

- Motivate and coach employees to meet service and repair goals
- Supervise work activities of cleaning personnel to ensure clean orderly & attractive rooms in educational institution & similar establishment, offices & other facilities.
- Provide evaluations and disciplinary action, up to and including oversee state licensing & certification of food handlers
- Maintain safety and regulations & cost controls
- Ensure compliance with all regulations regarding health and safety of guests, employee staff and oversee complains with departmental and company policies and procedures.
- Create roster for the staff & make the briefing every day to discuss the staff complaints.
- Daily work checklist report.

20/08/2019-11/09/2019

AL TAMUIZ KINDERGARTEN SCHOOL

Teacher Assistant

- Help teachers prepare lesson plans. Set up necessary material for classes (e.g., projectors, chemistry sets)
- Track student attendance and class schedules
- Help students adjust, learn, and socialize and report to teachers about possible behavioral issues
- Assist teachers with various tasks, like grading assignments and informing parents of their children’s progress
- Escort and supervise students in field trips and school activities

17/06/2015-24/08/2017

OFFICE ASSISTANT/PERSONAL ASSISTANT–HOUSEKEEPER: BELGIUM AMBASSADOR RESIDENCE, DOHA QATAR

- Organize the office & assisting associates to optimize process
- Helped organizer to organize the event & assisting guest during occasion
- Keep the Ambassador residence clean & tidy before the ambassador arrive
- Make inspection every day for the residence and do pest control
- Ability to multitask and prioritize daily workload

06/2013-06/2015

QATAR MAID SERVICE (QMS) DOHA QATAR

Housekeeping Staff

- clean corridors, lobbies, stairways, elevators, and lounges as well as guest rooms
- organize work schedule from the room status list, arrivals, and departures
- distribute linen, towels and room supplies using wheeled carts or by hand, replace dirty linens with clean items, inspect & turn mattresses regularly.
- monitor guest laundry bags.
- realign furniture and amenities according to prescribed layout
- respond to calls for housekeeping problems such as spills, broken glasses
- deliver any requested housekeeping items to guest rooms.
- remove room service items
- report any maintenance issues or safety hazards
- wash dishes and clean kitchen according to agreed hygiene standards
- Have knowledge about guest rooms, locations, amenities, features, and all other services offered by the hotel.
- clean appliances
- take care of children

02/2008-12/2012

AL BUSARDDOH SUPERMARKET L.L.C, UAE-DUBAI

Saleslady

- Greet customers at the store and provide them with information on their required products
- Explain product features and benefits by performing demonstrations and answer any questions that customers may have
- Lead customers to desired shelves or aisles and assist them in locating products
- Provide information regarding prices and after-sales services and ways in which the latter can be obtained
- Suggest additional products in a bid to meet the company's and self-sales targets
- Assist customers in making decisions regarding suitable purchases based on their specific likes
- Lead customers through the payment process by assisting cashiers with discount information and markdowns
- Oversee wrapping or bagging of purchased items to ensure that they meet the store's standards and the specific instructions of customers
- Ensure that customers' purchases are carried out to their vehicles by instructing baggers to do the needful
- Make cold calls to new customers in a bid to prospect them for business and meet sales goals
- Call existing customers to provide them with information on new products or discount options and markdowns
- Create sales reports, detailing all transactions made in a day for the purpose of informing the management of individual sales progress
- Oversee the cleanliness and replenishment of shelves according to marketing and sales directives
- Make the opening checklist and the closing
- Make the briefing every day to discuss the complaints and the service for the customer feedback.

01/10/2005 - 20/12/2007

MAHARAT RECRUITING AGENCY - RIYADH, SAUDI ARABIA

Cleaner/Housekeeping

- Wash bathrooms, mop floors, and clean fixtures. Sanitize kitchen floors & counters.
- Vacuum and wash carpets, and polish and wax floors. Clean rooms halls, lounges & corridors.
- Empty & wash wastepaper baskets & ashtrays. Wash dishes & place them in the dryer.
- Replenish bathroom supplies and disinfect bathroom floors.
- Arrange dishes in cupboards. Dust & polish furniture & equipment.
- Sort clothes for washing and place them in the washing machine.
- Organize washed and ironed clothes in wardrobes. Wash & organize the linen.
- Polish silver accessories and metalwork.
- Make grocery lists purchase household items as required. Ensure all grocery items are stored appropriately.
- Hang draperies and dust and wash windows.
- Request repair services for broken fixtures and furniture.
- Move furniture as requested and turn mattresses. Wash & stock towels.
- Change bed sheets using fresh linen. Polish wood surfaces such as bed heads & tables.
- Scrub stains and mold from surfaces.
- Dispose of expired food items.
- Wipe down appliances and restock house with supplies.
- Sweep driveways to make sure cleanliness.
- Disinfect equipment using a variety of chemicals. Mix cleaning chemicals using safe practices.
- Provide care to the elderly and children when requested.
- Arrange decorations for social gatherings.
- Record expenditures by performing light bookkeeping activities.

SKILLS

- **Software:**
Operating Microsoft Office Software (Word, PowerPoint, Excel) & Mails.
- **Languages:**
English, Arabic, Hindi, Tagalog & Waray-Waray

CERTIFICATES

- Admin Secretarial Front Office Management – Ikon Training Center, Doha Qatar
- Document Control - Ikon Training Center, Doha Qatar
- Spectator @World Fina Swimming Championship Association – Hamad Aquatic Center, Doha Qatar