

JAY-AR JAMIL

Discovery Gardens, Dubai, United Arab Emirates

Mobile No.: +971564677995

Email Address: jayarjamil4@gmail.com

Skype ID: jayarjamil4

LinkedIn: jayar-jamil

PROFESSIONAL SUMMARY

Almost 8 years of experience in various industries: customer service, administration, and finance. A detail-oriented person with strong organizational skills who takes everything into account from the biggest to smallest details, can work with less supervision and can handle multiple tasks simultaneously with a high degree of accuracy.

WORK EXPERIENCE

Administrator / Accounts Receivable

Jan 2022 - Present

Premier Inn Ibn Battuta Hotel • United Arab Emirates

- Daily Business done / Cash / Cheque daily deposits via Trans guard
- Handling 174 AR accounts, active 82 accounts regularly and non-AR accounts (Travel Agent etc.)
- Average of 560 invoices weekly submitting to Corporate Companies
- Performing account reconciliations and follow up payments to all corporate companies
- Monitoring of Guest Ledger
- Weekly credit meeting and submit report to management
- Establish work priorities and ensure procedures are followed and deadlines are met
- Carry out administrative activities of establishment
- Petty Cash monitoring, releasing and replenishment
- Foreign currency exchange and revenue posting
- Checking on payment postings, variances, and adjustment.
- Processing Reception Manual Refund (pdq and payment link)
- Handling Bank Chargeback and disputes
- Monitoring of consumable/ Stationary and ensure enough stock for daily operation
- Zomato payment and reconciliations
- Organizing monthly Staff gathering including certificate creation & food preparation
- Monthly Front office and F&B Cash float audits and report submission to management

Receptionist

Oct 2019 - Jan 2022

Premier Inn Ibn Battuta Hotel • United Arab Emirates

- Welcoming all guests with a smile
- Performs all duties relating to check-in and check-out of guests
- Secure payment, verifying and adjusting billing as needed
- Answering calls and emails
- Answer billing questions and handling cashier
- Always ensure outstanding customer care
- Upselling to increase occupancy and revenue

Airport Customer Service

Nov 2018 - Sep 2019

Dubai Airports • United Arab Emirates

- Smile and greet passengers
- Giving out flight information
- Assisting/directing passengers throughout their flight
- Handling one location with less supervision
- Updating and monitoring flight information systems
- Coordinating with airline personnel
- Resolve passengers' complaints in a quick, efficient manner to maintain a high level of customer service

Travel Expert (Expedia and Travelocity)

Oct 2016 - Aug 2018

Teleperformance • Philippines

- Knowledge in AMADEUS and SABRE systems
- Answering Inbound and making outbound calls
- Answer billing questions and disputes
- Organizing travels from beginning to end, including tickets, accommodation, and transportation.
- Assisting in booking inquiries, amendments, and cancellations
- Handling payments and adjustments if needed
- Resolving customer complaints to maintain customer satisfaction
- Uses suggestive selling for upgrades to increase revenue
- Coordinating with Hotels, Airlines, Transportation Company to discuss cancellations or booking amendments.

Technical Support (AT&T)

May 2016 - Oct 2016

Sutherland • Philippines

- Answers incoming phone calls and troubleshoot customer technical problems with Wi-Fi, Telephone, Television services.
- First call resolution / resolving customer's complaint in quick and efficient manner
- Answering billing questions, disputes, and making billing adjustments if necessary
- Transferring calls to the correct department
- Upselling/upgrading subscriptions to increase revenue

EDUCATION**Business Administration Major in Financial Management**

Jun 2012 - Mar 2016

University of Mindanao • Philippines

SKILLS

- Opera PMS
- Customer Service
- Microsoft Office
- Knowledge in AMADEUS and SABRE system
- Decision making Skills
- Problem Solving

REFERENCE

Reference Name: Marlon Roy Caballero

Title: Supervisor

Company Name: Teleperformance

Contact Number: +63 9105436637

Email: Mharloncaballero@gmail.com

Relationship: Former Supervisor