

HAIDEE M. FERNANDEZ

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To impart knowledge to the company and enhance my skills for the preparation on the realities in the world of business.



SPECIAL SKILLS

- Knowledge on handling business calls
- Knowledge on hotel and restaurant services
- Microsoft Word / Excel / Powerpoint

EDUCATIONAL BACKGROUND

1999-2003 Nueva Ecija University of Science and Technology

Cabanatuan City, Nueva Ecija, Philippines

B.S. in Information Technology

1995-1999 Juan R. Liwag Memorial High School

Bayanihan, Gapan City, Nueva Ecija, Philippines

1989-1995 Sto. Cristo Sur, Elementary School

Sto. Cristo Sur, Gapan City, Nueva Ecija, Philippines

ON THE JOB TRAINING

PLDT (Philippine Long Distance Telephone Company)

EMPLOYMENT RECORD

RECEPTIONIST (11/2024 – 01/2025)

20SEVEN FITNESS GYM

- Greet members and guests warmly upon arrival
- Answer phone calls, emails, and social media inquiries professionally

- Manage member check-ins and verify memberships
- Schedule appointments for personal training, classes, and facility tours
- Process membership sign-ups, renewals, and cancellations
- Handle payments, issue receipts, and balance daily cash/transactions
- Provide accurate information about gym services, classes, and promotions
- Maintain the reception area to be clean, organized, and welcoming
- Resolve basic member concerns and escalate issues when necessary
- Coordinate with trainers and staff regarding schedules and announcements
- Monitor access to ensure only authorized members enter the facility
- Update member records and maintain confidentiality of personal information
- Support marketing efforts by promoting programs and events

Ink BEAUTY SALON (FEBRUARY 1, 2020 to SEPTEMBER 20, 2024)

Receptionist

- Greet clients and provide excellent customer service
- Answer calls and manage appointment scheduling
- Maintain client records and calendars
- Handle walk-ins, cancellations, and rescheduling
- Process payments and issue receipts
- Promote salon services and products
- Coordinate with stylists to ensure smooth daily operations
- Keep the reception area clean and organized

CAPTAIN WAITRESS (08/2015 – 01/2020)

SHERATON HOTEL – KUWAIT

- Actively listen and respond positively to guest questions, concerns and requests.
- Provide assistance to coworkers, ensuring they understand their tasks.
- Visually inspect tools equipment or machines.
- Check in with guests to ensure satisfaction with each food course and/or beverage.
- Ensure staff is working as a team to ensure optimum service to guests.

SALES Front liner / Documentation (11/2009 – 4/2010)

ROPALI CORPORATION

- Recording and encoding daily transactions
- Receiving and assisting the customers
- Hitting the monthly target sales.

WAITRESS (05/2006 – 07/2009)

Royal Family Palace KSA

- Preparing the tables, utensils and food including the condiments.
- Serving the food mostly pass around.
- Misenplace

CUSTOMER SERVICE REPRESENTATIVE (01/2004 – 11/2005)

RCPI (Radio Communications of the Philippines Inc.)

- Assisting each customer in every transaction.
- Monitoring all the telephone booth.
- Encoding the daily transactions (money remittance).

SECRETARY (04/2003 – 01/2004)

AQUA PISCES TRUCKING COMPANY

- Provide administrative and clerical support to management and operations staff
- Answer phone calls, emails, and radio messages professionally
- Prepare, file, and maintain documents such as delivery records, invoices, and permits
- Schedule appointments, meetings, and driver dispatch schedules
- Coordinate with drivers regarding routes, loads, and required paperwork
- Assist with billing, invoicing, and basic bookkeeping tasks
- Maintain records of fuel logs, trip sheets, and vehicle documents
- Monitor office supplies and coordinate with vendors when needed
- Ensure confidentiality and proper handling of company and client information
- Support compliance with company policies and transportation regulations

I hereby certify that the above information are all true and correct.



HAIDEE M. FERNANDEZ