



MA. CRISTINA T. DE LEON

Admin Assistant/Receptionist/Clerical

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Bldg. 36, Zone 34, Street 960
Al Madainn St., Madinath Kalifa South,
Doha, Qatar

EDUCATION

B.S. Hotel & Restaurant Management (Undergrad)

Far Eastern University
2008 - 2010

Front Office Services NCII
ICCT Colleges (Vocational)
2006 - 2008

Saint Claire Academy
Secondary School
2002 - 2004

Saint Claire Academy
Primary School
1997 - 2002

EXPERTISE

- Classroom Management
- Student Support
- Office Organization
- Communication
- Customer Service
- Document Preparation / Filing
- Inventory Management
- Assessment and Feedback

ABOUT ME

Dedicated professional with a strong background as a receptionist and cashier, skilled in providing excellent customer service and efficient administrative support. Experienced in managing appointments, processing transactions, and maintaining organized systems. Highly capable of multitasking in fast-paced environments, with a commitment to learning and adapting to new challenges. Eager to contribute to a team and enhance customer experiences.

WORK EXPERIENCE

Receptionist/Cashier/Admin Officer Jan 6, 2025 -
Glamour Global Beauty Trading April 6, 2025

- Welcome walk-in clients and offer a warm, professional atmosphere.
- Provide information about services, products, and promotions.
- Answer inquiries by phone, social media platform and email regarding product availability.
- Handle cash transactions accurately.
- Issue receipts and maintain accurate sales records, ensuring daily cash reconciliation.
- Address client complaints or inquiries with professionalism.
- Build rapport with repeat customers to enhance loyalty.
- Maintain up-to-date knowledge of the product range, including cosmetics and beauty supplies.
- Assist customers with product selection based on their needs.
- Monitor inventory levels of beauty products and supplies.
- Oversee daily administrative functions to ensure efficiency.
- Maintain accurate records of sales, customer interactions, and inventory.
- Prepare daily and monthly sales reports.
- Enter and update data in software systems accurately.
- Support marketing initiatives by updating social media platforms and assisting with promotional campaigns.

Receptionist 2020 - 2024
Matabungkay Beach Resort

- Welcome guests warmly as they arrive at the resort.
- Efficiently manage the check-in and check-out processes, ensuring accuracy and timeliness.
- Provide information about resort amenities, services, local attractions, and activities.
- Handle booking requests for accommodations, dining, and activities via phone, email, and online platforms.
- Follow up on bookings to confirm guest details and special requests.
- Handle guest payments, including deposits and final bills, and provide receipts.
- Ensure the cash register is balanced and accurate at the end of each shift.
- Keep accurate records of guest information and reservations in the resort management system.
- Communicate guest needs and special requests to housekeeping, maintenance, and other departments.

PERSONAL DETAILS

Date of Birth

- 1st January 1991

Nationality

- Filipino

Marital Status

- Married (Separated)

LANGUAGES

Tagalog – Fluent

English – Advance

QATAR RESIDENCY DETAILS

Qatar ID Number :

- 29160826034

Qatar ID Validity :

- 03 October 2025

WORK EXPERIENCE

Receptionist / Clerical Staff / Cashier

2019 – 2020

Bordo Paris Doha

- Greet visitors and clients, providing a warm and professional first impression of the organization.
- Answer phone calls and respond to emails, directing inquiries to the appropriate personnel or department.
- Assist customers with questions, concerns, or requests in a friendly and efficient manner.
- Manage calendars by scheduling appointments and coordinating meetings for staff members.
- Input and update information in databases, spreadsheets, or management systems as needed.
- Process transactions accurately, including cash, credit, and debit purchases, and ensure a balanced cash register at the end of shifts.
- Organize and file documents, ensuring easy retrieval and adherence to data confidentiality.

Automated Optical Inspector (AOI)
and Machine Operator

2016 – 2017

Umnicorn Technology Corporation

- I handle machine operations, including setup, changeovers, and configuration for production runs, ensuring smooth transitions and consistent output.
- I perform regular maintenance, troubleshoot issues, and make necessary repairs to keep machine running efficiently and prevent delays.
- I manually correct or enhance product areas that need precision, ensuring every product meets high-quality standards.
- I assess and rework products that don't meet quality benchmarks, reducing waste and maintaining consistent output quality.

Receptionist / Administrative Assistant

2012 – 2015

I.U Balbar Construction Services

- In my role as a receptionist, I made it a point to greet every client warmly, manage incoming calls efficiently, and keep the front desk running smoothly. I took pride in creating a welcoming atmosphere and ensuring that everyone who walked through the door felt taken care of.
- As an administrative assistant, I was the go-to person for keeping things organized. I handled filing, data entry, and made sure that communication between the team, suppliers, and clients flowed seamlessly. Whether it was coordinating schedules or preparing documents, I made sure everything was in order and ran smoothly.

REFERENCES

Jerome Atatado

Branch Manager

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Vanessa Fernandez

Supervisor

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