



# **JOYCE ANN M. CAPARAL**

*Hospitality & Administrative Support Professional  
Customer Service | Guest Relations | Operations Support*

**Address:** AlUla, Saudi Arabia

**Mobile:** +966505304115

**Email:** caparaljoyceann1@gmail.com

## **PROFESSIONAL SUMMARY**

Reliable and service-oriented professional with experience in hospitality operations, administrative support, customer service, and facility coordination. Skilled in supporting daily operations, handling documents and records, assisting guests and residents, monitoring service standards, and reporting operational issues. Holds a Bachelor of Science degree with certifications in BICSc cleaning standards, hospitality operations and leadership. Seeking an opportunity in hospitality, administration, guest services, or operations support within a professional organization in AlUla.

## **KEY SKILLS**

- Administrative Support & Record Management
- Guest Service & Customer Communication
- Hospitality Operations Support
- Reception & Front Office Assistance
- Document Preparation & Filing
- Facility Inspection & Issue Reporting
- Scheduling & Inventory Monitoring
- Microsoft Office & Data Entry
- Team Coordination & Time Management
- Hygiene, Safety & BICSc Standards Compliance

## **WORK EXPERIENCE**

### **Hospitality Operations Assistant**

*Facilities Management Company (FMCO) – Maraya Concert Hall, AlUla, Saudi Arabia*

**December 2023 – November 2025**

- Supported daily hospitality operations across event halls, guest areas, and VIP sections.
- Conducted pre- and post-event inspections to ensure cleanliness, readiness, and service standards.
- Assisted with scheduling, inventory monitoring, and preparation of operational supplies.
- Reported maintenance issues, safety concerns, and service gaps for timely action.
- Performed administrative support tasks while following hygiene, safety, and BICSc standards.

### **Administrative Assistant**

*Local Government Community Office – Bobon, Northern Samar, Philippines*

**April 2019 – May 2023**

- Provided administrative support to local officials and daily community office operations.
- Prepared, organized, and maintained documents, records, certificates, and clearances.
- Assisted residents with inquiries, public assistance requests, and basic documentation.
- Supported the release of community assistance and coordination of local programs.
- Maintained filing systems and handled confidential records with proper care.

### **Customer Service Assistant**

*Yanki Resort & Restaurant – Philippines*

**March 2018 – March 2019**

- Provided customer service in a resort and restaurant environment.
- Took and processed guest orders accurately and professionally.
- Assisted with food service, table preparation, and guest requests.
- Maintained cleanliness and service standards in the dining area.

## **EDUCATION**

### **Bachelor of Science in Fisheries**

University of Eastern Philippines

Year Graduated: 2023

## **CERTIFICATIONS**

- BICSc Certified and Licensed
- TESDA NC II in Housekeeping
- Six Sigma White Belt Certification
- Certificate in Effective Leadership
- Certificate in Agile Project Management

## **LANGUAGES**

Tagalog – Native

English – Fluent

Arabic – Basic