**Professional Summary**

Responsive, customer-focused professional with 3 years’ experience in performing reception, clerical and administrative duties. Proven verbal and written communication skills. Demonstrated talent in resolving customer issues, handling high volume phone calls and answering customer queries. Productive and diverse exposure of hospitality settings.

**Qualifications**

* Professional and approachable manner, can deal with customers at all levels
* Ability to deal calmly with visitors under challenging condition
* Highly skilled in answering and forwarding phone calls
* Flexible and able to adapt easily to new situations and developing workloads
* Quick learner, friendly outlook
* Ability to work on own and as part of a team

**Experience**

12/2011 to 03/2015 ***Accenture*** *–Philippines*

**Receptionist/Telephone Operator**

* Responsible for meeting and greeting visitors and providing them with a first class customer service. Cater for their special request, needs and complaints
* Receive and entertain visitors, guests, clients, vendors, applicants, etc.
* Maintaining a pleasant and welcoming, but efficient and professional reception area
* Organizing meeting rooms, ensuring that the reception and meeting rooms are clean and welcoming
* Booking meeting rooms and making suitable catering arrangements as requested
* Handle incoming calls using the Accenture standard greeting/spiel on a timely and professional manner and direct customer inquiries to the appropriate resource/person to safeguard confidential information
* Performs database retrieval for directory information
* Keeps computer skills current by attending training on new equipment and learning new or modified procedures

**Client Visitor Assistant/Administrative Assistant**

* Assisting and handling client visits and executive meetings to ensure a successful and smooth event
* Setup audio video projectors for presentation
* Setup and coordinate meetings and conferences
* Maintaining records of invoices, keeping record of all transactions
* Handling cash budget for the executive meeting and client visit
* Handling of liquidation of all client visit and executives meeting expenses
* Code and file material and administrative support to management and other staff
* Reporting for weekly budget transaction for proper allocation of profit, revenue and expenses of each service provided

01/2011 to 02/2011 Gulf Air –Philippines

Passenger Service Agent, On-the-Job Training

* Attends to passenger before, after or between the flights
* Answer questions and assisting passengers with various needs
* Help travelers to check in their baggage at ticket counters
* Assist those needing special attention, including the elderly and unaccompanied minors
* Ushering passengers to the aircraft

05/2009 to 06/2009 Universal Holidays, Inc. –Philippines

Counter Sales Agent, On-the-Job Training

* Provides information and reservation services for walk-in clients
* Collect payment for transportation and accommodation from customers
* Book transportation using Amadeus System

**Education**

Bachelor of Science in Travel Management

Our Lady of Fatima University, Philippines

March 2011

**Personal Information**

Age: 24 years old

Date of Birth: October 08, 1990

Nationality: Filipino

Gender: Male

Marital Status: Single

Height: 5’8”

Weight: 147 lbs.



**Gulfjobseeker.com CV No:** **1466958**