**OBJECTIVE**

* To be able to gain more knowledge and experience and to have an opportunity to share my skills by applying my study background and be able to develop it also.
* To be part of a prestigious institution that will provide an adequate environment where I can enhance my knowledge and skills as a Tourism major that would help accomplish the vision and goals of the company.

**EDUCATION**

2006 – 2010 San Sebastian College Recoletos – Manila

* Bachelor of Science Major in Tourism

2002 – 2006 Siena College Quezon City

* Secondary

1995 – 2002 Sacred Heart Academy of La loma Quezon City

* Primary

**PERSONAL INFORMATION**

Nickname : Ana

Age : 26 years old

Date of Birth : August. 11, 1989

Place of Birth : Manila

Religion : Catholic

Civil Status : Single

Height : 5’4 ft.

Citizenship : Filipino

**SKILLS**

* Computer literate: MS Word, Excel, Power Point
* Having a background in Airline Operation in both Departure and Arrival Area.
* Customer Service Specialist
* Guest Service Associate Specialist

**WORK EXPERIENCE**

2009 - 2010 As a Trainee under Gulf Air Airlines (OJT)

NAIA Terminal 1 4th floor, IPT Bldg.

2009 - 2010 As a Trainee under Travel Laboratory (OJT)

San Sebastian College-Recoletos Manila

2010 – 2011 As a Receptionist/Admin/Personal Secretary

BELO MEDICAL GROUP

2011 - 2014 Assistant Shift Supervisor at Casino Filipino

Sofitel Philippine Plaza Hotel. (Guest Service Associate)

(Concierge Dept., F&B Dept.)

2014 – 2015 Shift Supervisor at Casino Filipino

Sofitel Philippine Plaza Hotel. (Guest Service Associate)

(Concierge Dept., F&B Dept.)

**DUTIES AND RESPONSIBILITIES: Guest Service Associate**

Monitor all check in of guests and administer all complaints and requests and ensure effective resolution of same.   
  
Manage all special requests and monitor all guest special requests and provide wake up calls to all guests.   
  
Greet all customers on phone pleasantly and transfer call to appropriate department as required according to company standards.   
  
Perform all housekeeping duties such as cleaning room suites and ensure proper maintenance of rooms.   
  
Administer all reservations for guests and forecasts requirements and handle various cancellation requests of guests.   
  
Manage all communication with shift employees and maintain a log book to maximize profit for facility.   
  
Monitor all front desk and café operations and ensure efficient stock in lobby and café areas and administer all safe deposit boxes for guests prior to check in.   
  
Ensure compliance to all safety rules and regulations and maintain safety for all employees.   
  
Perform all check in procedures for guests on an everyday basis with help of both computerized and manual methods and ensure guest satisfaction.   
  
Monitor all cash transactions for front desk employees according to bank agreement policies.   
  
Monitor and manage all calls and schedule, all wakeup calls and provide services to guests as per requirement.

**DUTIES AND RESPONSIBILITIES: Customer Service Associate**

\*Maintains customer relationship by responding to inquiries; documenting actions.

\*Prepares for customer inquiries by studying products, services, and customer service processes.

\*Responds to customer inquiries by understanding inquiry; reviewing previous inquiries and responses; gathering and researching information; assembling and forwarding information; verifying customer's understanding of information and answer.

\*Records customer inquiries by documenting inquiry and response in customers' accounts.

\*Improves quality service by recommending improved processes; identifying new product and service applications.

\*Updates job knowledge by participating in educational opportunities.

\*Accomplishes customer service and organization mission by completing related results as needed.

**DUTIES AND RESPONSIBILITIES: Admin / Personal Secretary / Receptionist**

* Operate company telephone switchboard ensuring accuracy, courtesy and efficiency with calls and taking messages.
* Manage receipt, distribution and dispatch of incoming and outgoing courier documents or packages to and from the company.
* Provide aministrartion related support to all departments as required
* Fax, scan and photocophy of documents as required.
* Manage walk-in customers and handla their inquiries.
* Maintain orderliness of the reception area.
* Perform any other duty as aaigned by the Line Mnager from time to time.



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