Objectives

A well-presented, highly personable and efficient event’s organizer with an ability to work independently in a changing and multi-tasking environment with numerous and competing deadlines. Having a strong customer service orientation and delivery focus and an active commitment to continuous improvement and quality standards. Excellent communication skills and comfortable working in a fast paced, hands-on, growth orientated work environment. Currently looking for a managerial position that offers variety and the opportunity to develop both personally and professionally.

Experiences

Customer Service Representative

 ▪ August 2012 to present

Philippines

* Resolve customer complaints via phone, email, or other media.
* Reach out to customers and verify account information.
* Greet customers warmly and ascertain problem or reason for calling.
* Assist with placement of orders, refunds, exchanges; cancel or upgrade accounts.
* Take payment information and other pertinent information such as address and phone numbers; provide company information & services.
* Answer questions and suggest solutions in relation to products and services.
* Inform customer of deals and promotions.
* Utilize computer technology to handle high call volumes.
* Compile reports on overall customer satisfaction.

Admin Manager

 ▪ March 2012 to August 2012

, Philippines

* Create and manage an effective and strategic events strategy for the company in conjunction with the Chief Executive to increase business activity and engagement.
* Work within the business cultivation strategy to grow business membership.
* Work closely with the Business Development Manager on servicing some key business member accounts Assume responsibility for effective administration of the budgets and associated records.
* Liaise with accountants, bookkeeper and auditor.
* Responsible for the management of effective credit control systems across the company departments
* Maintain cost-effective and efficient administrative systems.
* Work closely with other team members to complement cross-team activities.
* Undertake other work as required, and attend evening and other functions as appropriate.
* Carry out other duties as may reasonably be required by the Chief Executive

Production Manager

 ▪ October 2011 to March 2012

Pasay City, Philippines

* Oversee resources to proactively ensure high quality service delivery while striving for continuous improvement.
* Responsible for following department protocols for event planning.
* Establish a project plan for each portion of implementation and holding internal and external partners accountable.
* Work with the AVT Productions internal team, warehouse and external vendors in ensuring that all logistical needs for the event are understood and met.
* Identify necessary vendor / partner support, and then source and manage accordingly.
* Liaise with audio-visual partners with sourcing all needs and ensuring that they are appropriately incorporated into the overall event.
* Assist with payments and processing.
* Track budget costs throughout the course of project and communicate scope changes that effect budget to the account team in a clear manner to Account Director.
* Understands profit margins and effectively meets or exceeds them.
* Correspond with site management/ownership.
* Onsite main point of contact for all aspects of production.
* Utilize strong internal partnership skills while working cross-functionally with the Sales, Business Development, Finance, Creative and other internal teams in order to ensure that the project is implemented with internal stakeholders as required, and that client vision and satisfaction is met.
* Exhibit exceptional written and verbal communication skills with superb attention to detail.
* Work very closely with Account Manager in managing of the project budget, keeping track of expenses and updating the team on costs so that they are able to be communicated to the client as needed.
* Ongoing reconciliation of all project expenses, including ensuring vendor invoices are accurate and paid, and client invoices reflect all approved event expenses.
* Provide solutions for presentation needs occasionally under high-pressure circumstances.
* Provide immediate response to requests for assistance to events in progress.
* Responsible for ongoing coaching and development of staff and timely performance management feedback.
* All other duties as assigned.

Guest Relations Officer

 ▪ July 2011 to September 2011

Thailand

* Report directly to and communicates with Guest Relations Supervisor on all pertinent Front Office matter affecting guest satisfaction.
* Meet, greet and direct Guests who enter the lobby area, creating a good impression, courteous, friendly reception and ensuring that a first-class greeting is given to all guests.
* Interacts with VIPs and regular guests, and ensure hotel departments are fully briefed on their requirements
* Provides hotel guests with above and beyond services and ensure their experience as worth remembering and happy from the moment they step into the hotel until they leave
* Seek verbal feedback from customers on a regular basis and respond to all Guest queries in a timely and efficient manner
* Manage, record and resolve Guest or customer complaints promptly
* Ensure a very high level of customer service is constantly maintained for Reception, Lobby area and Executive Lounge
* Demonstrate a thorough understanding of all facilities and services provided within the hotel and identify opportunities for up-selling and promoting when appropriate
* Show creativity with ideas regarding lobby/reception decoration at suitable seasonal time periods in order to enhance the overall image and warmth of this area for the Guest
* Maintain good communication and work relationships in all hotel areas
* Maintain staffing levels to meet business demands
* Attend all Reception meetings and Executive Lounge Meetings
* Comply with hotel security, fire regulations and all health and safety legislation
* Act in accordance with policies and procedures when working with front of house equipment and property management systems
* Assist with other departments, as necessary

Production Manager / Artist Liaison

 ▪ March 2007 to June 2011

Philippines

* Responsible for organizing and running all kinds of promotional, business and social events.
* Meet and discuss what client preference and suggest some ideas for the events.
* Discuss and negotiate budget and timescale with the client.
* Delegate staff to check and research venues, contracts and suppliers.
* Negotiate prices with contracts and suppliers.
* Inspect and verify the venues, entertainment, equipment and supplies.
* Confirming hired staff and supervises contractors such as caterer’s and security.
* Controls the publishing of the events.
* Ensure that everything runs smoothly on the day of the event.
* Guarantee the health, safety and insurance regulations are followed.
* Manages the team.
* Develop and manage the processes and systems for effectively communicating information about artists and the priorities for their involvement with event
* Maintain and strengthen existing key relationships and develop new opportunities with artists and agents
* Develop new key relationships with artists and agents
* Oversee the responsibility for ensuring all artists are briefed fully about event.
* Manage artists’ attendance at events and ensure that artists and agents are appropriately thanked and kept informed.

Production Manager

 ▪ January 2005 to December 2006

PRO CS Production ▪ Philippines

* Control the whole project, from planning at the start to running the event on the start.
* Prepares the budgets and provide periodic progress reports to client.
* Keep track of event finances including check requests, invoicing, and reporting.
* Check and visits the space for the venues of the events.
* Prepare and modify event contracts as requested.

Production Assistant

 ▪ June 2003 to November 2005

Soundtrack Productions ▪ Philippines

* Handles all inquiries from clients i.e. walk-in, phone and emails.
* Deals of all the paper works of the company and does field distribution if required.
* Assist with negotiations for space contracts and book event space, arrange food and beverage, order supplies and audio visual equipment, make travel arrangements, order event signs, and ensure appropriate décor (florals, linens, color schemes, etc.) to meet the quality expectations of the alumni association.
* Aggressively gather information on each project to achieve quality event productions.
* Conduct research, make site visits, and find resources to help staff make decisions about event possibilities.
* Create and revised room layouts for each event.
* Propose new ideas to improve the event planning and implementation process.
* Serve as liaison with vendors on event-related matters.
* Assist with managing on-site production and clean-up for events as necessary.
* Prepare nametags, materials, notebooks, packages, gift bags, registration lists, seating cards, etc.
* Close out all events as required.

Skills

* Attention to detail, strong organizational skills, creative thinking and a passion for events and creating a high quality guest experience.
* Confident verbal and written communication skills.
* Highly developed administrative, organizational and numeracy skills.
* Time management skills.
* IT literate and able to use Microsoft Word, Excel and PowerPoint.
* Positive attitude, resourceful nature and excellent problem solving capabilities.
* Awareness of the major issues facing both business and the arts.
* Ability to work independently, multi-task/manage multiple projects

Education

AMA Computer College, Makati City, Philippines

June 2002 to June 2004 ▪ Bachelor of Science on Information Technology

International Academy of Management and Economics, Makati City, Philippines

March 2000 to June 2002 ▪ Diploma on Business Management

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