**work EXPERIENCe**

**ACCENTURE INC.**

**Philippines**

October 2013 – January 2016

*Customer Service Associate*

**Mobile UK**

* Answer customer telephone calls regarding existing accounts
* Explain charges on their bills and process payments
* Respond to questions and concerns about the service
* Offer other services and upgrades
* Help and troubleshoot mobile and online problems
* Consult with customers to evaluate needs and determine best options for the services they currently have.
* Displayed courtesy and patience in face of difficult customer situations.

**THE TIDES HOTEL BORACAY**

**Philippines**

March 2012 - April 2012

*On-the-Job Trainee- Reception*

* Accommodates and assists hotel guests upon check-in and check-out
* Organizes reservations and the allocation of bedrooms with the Housekeeper
* Monitors the customer accounts
* Applies and ensures the application of the sales strategy to maximize occupancy
* Coordinates the reception team, organizing its work and schedules
* Schedule meetings and conference rooms.
* Perform basic bookkeeping, filing, and clerical duties.

**EASTVIEW HOTEL**

**Philippines**

November 2010 – March2011

*On-the-Job Trainee*

*Reception*

* Accommodates and assists hotel guests upon check-in and check-out
* Organizes reservations and the allocation of bedrooms with the Housekeeper
* Monitors the customer accounts
* Applies and ensures the application of the sales strategy to maximize occupancy
* Coordinates the reception team, organizing its work and schedules
* Schedule meetings and conference rooms.
* Perform basic bookkeeping, filing, and clerical duties.

*F & B Department*

* Greets guests and presents them with the menu.
* Informs guests about the special items for the day and menu changes if any.
* Suggest food and beverages to the guest and also try to upsell.
* Preserve excellent levels of internal and external customer service
* Identify customers’ needs and respond proactively to all of their concerns
* Comply with all health and safety regulations

**Educational background**

**2009-2013** University of St. La Salle –Philippines

**Bachelor of Science in Commerce Major in HOSPITALITY MANAGEMENT**

**2005-2009** St. Scholastica’s Academy – Bacolod City, Philippines

***Secondary Education***

**PersONAL SKILLS and abilitiesacquired**

* Honest, Keen and Hardworking with Pleasing Personality
* Computer Literate (MS Office – Word, Excel, PowerPoint)
* Proficient in oral and written English
* Committed to perform with excellence and result oriented
* Eager to learn and improve
* Ability to be available to work nights, weekends or public holidays
* Sales ability
* Hospitality Adaptability
* Guest oriented and service minded
* Communication and leadership skills
* Self-sufficiency

**First Name of Application CV No:** **1654830**

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