OBJECTIVE

To obtain a position in this Industry offering extensive communication skills and a friendly, confident, and pleasing personality in order to maximize hospitality and customer service skills.

WORK EXPERIENCE

* ***Customer Service Agent***

**SkyLogistics Philippines Inc.** Feb. 1, 2015- Feb. 24, 2016

**(Ground Handler of PHILIPPINE AIRLINES)**

**CGC Personnel Alternatives Group, Inc.**  Aug. 16, 2014- Feb. 1, 2015

**(Ground Handler of PHILIPPINE AIRLINES)**

Philippines

* Greets passenger with a smile and ascertains passenger’s fitness to travel.
* Ensures smooth passenger handling and assist passengers with regards to entry requirements, visas and ensure passengers are assisted smoothly through airport facilities.
* Creates a stress free environment for passenger while travelling with the airline.
* ***Customer Relations and Registration Representative***

**Duty Free Philippines Fiestamall** Sept. 02, 2013 – Feb. 02, 2014

Philippines

* Attracts potential customers by answering product and service questions; suggesting information about other products and services.
* Opens and maintains customer records by recording and updating account information.
* Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment.
* ***Housekeeping Stewardess (OJT)***

**Isabelle Garden Hotel** Feb. 12, 2013 – Mar. 18, 2013

* ***Receptionist/Waitress (OJT)***

**Dulcinea**  Dec. 15, 2012 – Jan. 30, 2013

* ***Housekeeping Stewardess (OJT)***

**Gran Prix Econotel**  Feb. 14, 2011 – Mar. 11, 2011

* ***Production Inspector***

**Philippines Inc.** Oct. 26, 2007 – Nov. 26, 2008

EDUCATIONAL BACKGROUND

* **Taguig City University**

***Bachelor of Science in Hotel and Restaurant Management*** 2009-2013

(Cum Laude)

* **Asian Institute of Computer Studies**

***Associate in Computer Science***   2005-2007

(With Honors)

SKILLS

* Exceptional Customer Service
* Computer Literate (MS OFFICE- Word, Excel and PowerPoint)
* Excellent Communication Skills (English and Tagalog)
* Can easily adapt in a fast paced environment
* Proven relationship-builder with unsurpassed interpersonal skills.
* Flexible team player who thrives in environments requiring ability to effectively prioritize and juggle multiple concurrent projects.

**First Name of Application CV No:** **1672458**

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