

# Objective:

**KATRINA**

[Email:](mailto:katrinareychelle_rivera@yahoo.com) [katrina.281675@2freemail.com](mailto:katrina.281675@2freemail.com)

To acquire employment that would further enhance my knowledge and skills as an individual in both professional and personal level.

# Personal Background:

**Age** : 26 years old

**Date of Birth** : September 15, 1990

**Height** : 5’2

**Gender** : Female

**Nationality** : Filipino

# Education:

**Tertiary** : **University of Makati**

**Bachelor of Science in Tourism Management**

J.P Rizal Ext. West Rembo, Makati City ( S.Y. 2010-2012)

# : University of Makati

**Associate in Hotel and Restaurant Operation**

J.P Rizal Ext. West Rembo, Makati City ( S.Y. 2008 – 2010)

# Secondary : Mariano Marcos High School

2090 Dr. Carreon St. Sta. Ana Manila ( S.Y. 2007 – 2008 )

# Elementary : Sta Ana Elementary School

M. Roxas-Suter, Sta. Ana Manila ( S.Y. 2003 – 2004 )

# Seminars:

**February 9, 2009** Hotel Orientation & Micros Fidelio Software

Training Program

Lima Park Hotel, Lima Technology Center Malvar, Batangas

**August 24, 2009** Basic Wine Education Seminar The Wine Museum

Aurora Blvd., (Tramo) Psay City

**September 2008** Leadership Training and Cultural Immersion Program

# Work Experience

**15 March 2015 – April 15, 2017 Seasons Travel and Tours Travel Consultant**

P17 Padre Faura Center, 272 Padre Faura St. Ermita, Manila

**Duties and Responsibilities:**

* Liaising with clients in person, over the phone or via email to discuss their travel requirements.
* Advising clients on suitable options for domestic or international destinations, tours, accommodation, transport, insurance and fares.
* Preparing customized itineraries to suit the clients’ preferences and budget.
* Making and confirming bookings, often via a Global Distribution System (computerized central reservation system).
* Issuing tickets or relevant documents.
* Providing up to date advice on travel regulations including Visa and medical requirements, baggage limits, safety and local customs.
* Modifying existing bookings to suit a change in clients’ circumstances.
* Researching destinations and keeping up to date with travel industry news.

# 20 July 2013 – 06 December 2013 Tender Bob’s

**Meat Plus Specialist Philippines Inventory Staff**

RSBS Compound , East Service Road Western Bicutan , Taguig City

**Duties and Responsibilities:**

* Compiles and maintains records of quantity, type, and value of material, equipment, merchandise, or supplies stocked in establishment: Counts material, equipment, merchandise, or supplies in stock and posts totals to inventory records, manually or using computer.
* Compares inventories to office records or computes figures from records, such as sales orders, production records, or purchase invoices to obtain current inventory.
* Verifies clerical computations against physical count of stock and adjusts errors in computation or count, or investigates and reports reasons for discrepancies.
* Prepares reports, such as inventory balance, price lists, and shortages

# 27 July 2012 – 22 January 2013 SPI Global Inc.

**Customer Service Representative ( CSR )**

PLDT Garnet BLdg.

F. Ortigas Jr. cor Garnet Road, Ortigas Center Pasig City.

**Duties and Responsibilties**

* Attracts potential customers by answering product and service questions; suggesting information about other products and services.
* Opens customer accounts by recording account information.
* Maintains customer records by 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; following up to ensure resolution.
* Maintains financial accounts by processing customer adjustments.Recommends potential products or services to management by collecting customer information and analyzing customer needs.Prepares product or service reports by collecting and analyzing customer information.

# 20 January 2010 – 03 March 2010

**Pearl Garden Hotel Manila, Kitchen Department**

Malvar Street Ermita Manila

*On-the-job Trainee*

* Completed 300 hours of an OUTSTANDING On-the-Job Training
* Preparing the food for the guest
* Assigned in buffet area to assist the guest
* Making some pastries.
* Assisting the Chefs for the order of the guest.

# 27-October 2011 to 25 February 2012

**Zest Airways Inc. Sales Department ( Group Desk )**

Andrews Avenue Domestic Road, Pasay City

*On-the-job* Trainee

* Completed of 500 hours of an OUTSTANDING On-the-Job Training
* Performed calling assistance
* Assisting for group reservation of the passenger.
* Giving quotation for the inquiries of the caller.

# Special Skills:

* + - Airline Reservation
    - Hotel Reservation
    - Culinary Arts
    - Housekeeping Procedures
    - Safety Hygiene and Sanitation
    - Bartending (Wine Appreciation)
    - Baking
    - Food and Beverage Service Procedures

**Visa Information :**

**Visa Status**  : Tourist Visa

I hereby certify that the above information is true and correct to the best of my knowledge and belief.

Katrina

# Applicant’s signature