**Manina**

**CAREER OBJECTIVE:**

To achieve a career that will enable to make contributions leading to a company's growth and enhance not only my personal being and potentials but the entire team as well.

**WORK EXPERIENCE:**

**Guest Service Officer [Mar 2013- May 2015]**

* Belmond Napasai Hotel (Formerly Napasai by Orient Express) Maenam, Koh Samui, Thailand

**Duties & Responsibilities**

* Responsible for assisting with managing all aspects of front office operations to deliver an excellent service to the guest.
* Assisting of customers to their request and needs.
* Provided customers’ satisfactions.
* Handling Guest Check –in / Check-out.
* Excellent in using Opera PMS system.
* Cashiering.
* Concierge.
* Handling Guest Complaints.
* Up-selling and handling events.
* Work as Night Manager when they were off duty.

**Customer Service Agent** **[Feb 2012- Mar 2013]**

* Mai Samui Beach Resort & Spa - Angthong Suratthani, Koh Samui, Thailand

**Duties & Responsibilities**

* Able to use hotel smart system
* Handling in and out telephone calls.
* Handling Guest Complaints.
* Taking room service order.
* Making Daily Reports.
* Guest tour guide.

**HR Supervisor** **[Nov 2010- Nov 2011]**

* Talkzone Corporation Philippines, Prestige Tower Ortigas, Phil

**Duties & Responsibilities**

* Assisting of applicants.
* Conducted initial interview for prospective applicants.
* Filling of important documents.
* Monitoring of Korean class via online.

**Freelanced, Personal English Tutor [Korean student- seasonal]**

**Duties & Responsibilities**

* Provide home tutorial to respective Korean students and clients.
* Assessed students and clients English Skills.
* Designed alternative and innovative lesson plans using students preferred books and materials.
* Delivered a quality, fun and enjoyable lessons to students.

**PERSONAL INFORMATION**

Nationality: Filipino

Birth Date: 23 June, 1980

Gender: Female

Language: English, Tagalog

Religion: Catholic

**EDUCATION BACKGROUND**

Educational Level: **Bachelor of Science [Undergraduate]**

Educational Field: **Computer Science**

Course: **B.S** in Computer Science

School: **STI College**

**KEY SKILLS**

**Office Skills:**  Excellent English Communication Skills

Efficient & Responsible.

Easy to Learn & Willing to be taught.

Computer Literate.

**Computer Skills:** MS Word

MS Excel

MS Outlook

MS PowerPoint

Smart and Opera PMS hotel system.

[Click to send CV No & get contact details of candidate](http://www.gulfjobseeker.com/feedback/submit_fb_em.php)

