

**CV No 1944180**

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| **Total Experience** |  | 19 years and 10 months |
| **Reason for Leaving** |  | **Redundancy and Career Growth** |
| **Education** |  | **Bachelor of Science in Foreign Service**  **Major in Diplomacy and General Studies**  Lyceum of the Philippines  Intramuros, Manila, Philippines  June 1991 – March 1995 |
| **Nationality** |  | Filipino |

**Areas of Excellence**

Remarkable experience in hotel industry

Proven track record of sales growth and profit

Ability to read and interpret documents

Ability to coordinate and meet market goals

Ability to communicate well with clients and colleagues

Excellent organizational and negotiation skills

Excellent communication skills

**PROFESSIONAL EXPERIENCE**

Position : **ATHLETICS RECEPTIONIST**

Year Started : October 16, 2014 – November 30, 2016

*Job Description:*

* Responsible to operate the reception of pool facilities and equipment borrowing issuance room.
* Committed to providing excellent customer service and policy procedure of the Department.
* Encouraged the community (These are the students, faculty, staff, and family) to participate in sports classes, events and introduced sports equipment usage.
* Preparing the uniforms of the Athletes for scheduled games and trips.
  + Updating the event calendar for usage of a classroom, gymnasium, courts, and sports field. Applied the EZrentout system for borrowing issuance.
  + Checking regularly the required psi of basketball, volleyball, football, futsal, touch rugby, bubble soccer, and SUP.
* Answering inquiries through verbal clarification or emails.
* Monthly monitoring of inventory from uniforms, sports equipment, and device.
* Reporting on a daily basis the census of swimming pool attendance, pool hourly count, sports equipment usage, facility usages, and class attendance such as PE, Club Sports, and Student Interest Group.

Position : **SENIOR SALES AND MARKETING CONSULTANT for VIP Members**

Company Mandarin Oriental Hotel; Hotel Mark International – Hawaii and Asia Pacific &

Guest Loyalty Advantage Marketing Inc.

Makati City, Manila, Philippines

Membership Name : Privilege Club

Year Started : July 2007 – 04 July 2014

*Job Description:*

* Market VIP Club Membership to CEOs and High-Ranking Company Officers.
* Establish and lead compact, efficient, and dynamic sales teams across multiple markets.
* Prepare action for effective identification of customer prospect
* Find and convince prospective guest to increase hotel membership opportunities.
* Evaluate the progress of leads to meet sales targets.
* Find new promotional opportunities to increase product sales.
* Maintain loyalty membership of regular guests.
* Advertise hotel events, festivities and special offers through telemarketing.
* Accept and prepare booking reservations.
* Identify and gather the information about competitors of the company.
* Formulate and implement comprehensive spill for sales strategies.
* Gather and maintain customer feedbacks and provide the data to the program director.

Position : **BROKER SALES AGENT of Leisure & Resort Communities**

Company : Landco Pacific Corporation, Paranaque City

Year Started : May 2009 – 2014, Freelancer from 2014 to present

*Job Description:*

- Solicit potential clients to buy, sell, and rent properties

* Advise clients on prices, mortgages, market conditions, and other related information
* Compare properties to determine a competitive market price
* Generate lists of properties for sale, including details such as location and features
* Promote properties through advertisements, open houses, and listing services
* Take prospective buyers or renters to see properties
* Present purchase offers to sellers for consideration
* Mediate negotiations between the buyer and seller
* Ensure all terms of purchase contracts are met
* Prepare documents, such as loyalty contracts, purchase agreements, and deeds

Position : **SALES AND MARKETING CONSULTANT for VIP Members**

Company : SOFITEL Philippine Plaza, CCP Complex, Manila, Philippines

Membership Name : ADVANTAGE PLUS CARD managed by ACCOR Group of Hotels

Year Started : July 2006 – July 2007

*Job Description:*

* Responsible for the development, maintenance, and growth of membership deals both regular and prospective guest.
* Maintain accurate records of all marketing, pricing, sales, and activity reports.
* Find and convince prospective guest to join in order to increase hotel membership opportunities.
* Advertise hotel promos and special offers through telemarketing.
* Evaluate the progress of leads to meet sales targets.
* Create and conduct sales presentations and events to walk-in and regular guest.
* Resolve any guest’s issues in a precise manner.
* Gather and maintain customer feedbacks and provide the data to the program director.

Position : **Acting HOTEL IN-CHARGE and HOUSEKEEPING SUPERVISOR**

Company : Tagaytay Dacha Hotel

Sungay Road, Tagaytay City, Philippines

Year Started : May 2005 – April 2006

*Job Description:*

* Market the Holiday Ownership of Resort-Condominium International (RCI)
* To maintain and grow food & beverage sales existing client base
* To develop an effective sales strategy to attract new & additional catering sales
  + To create and prepare banqueting proposals for potential customers, ensuring that all likely additional costs relating to the event have been assessed accurately and communicated
* Meet and exceed all agreed sales targets set by the Sales Director
* Maintain and accurately keep updated customer records
  + Create and prepare accurate catering proposals for potential customers, ensuring that the catering offer matches the profile of the event in terms of product selection and budget
* Provide weekly and monthly sales activity reports
* Develop and deliver sales presentations to potential customers
* Produce clear and accurate Event Catering Schedules within set deadlines
  + Adopt a clear and strategic approach to catering sales by selling a catering offer that drives up spend per head, while keeping operational costs to a minimum
* Organize and attend client meetings both internally and externally.
* Responsible for the performance of floor boys.
* Supervise Room Attendants
* Organizes and facilitates the room making process.
* Daily allocation of rooms and deep cleaning tasks to team members.
  + Responsible for the cleanliness of guest rooms, corridors and heart of the house area of the floor.
* Checks the occupied and departure rooms, giving special attention to guest needs.
* Ensures that the entire operation is performed as per the laid down standards.
* To organize immediately the guest needs under intimation to EHK/Executive.
  + - * Manage guest requests, including VIP amenities and communicating them to the relevant team members
* Routine inspection of guest bedrooms to ensure they meet standards.
* Aware of all room categories and amenities.
* Achieve positive outcomes from guest queries in a timely and efficient manner
* Carry out lost and found procedures.
* Report maintenance issues to Maintenance/Engineering Department.
* Represent the needs of the team to others in the hotel.
* Comply with hotel security, fire regulations and all health and safety legislation.
* Assist other departments wherever necessary and maintain good working relationships.
* Greet guests and provide them with room availability and hotel facilities information.
* Assign rooms to guests and provide them with instruction on using automated keys.
* Make reservations over the phone and confirm them by providing call back services.
* Instruct bellhops to escort guests to their rooms and handle luggage.
* Maintain information of room availability and guests’ accounts.
* Perform bookkeeping activities such as position charges and computing bills.
* Collect payments in the form of cash and process credit card payments.
* Record guests’ comments and complaints.
* Answer incoming telephone calls and provide information on hotel’s services.
* Take and relay messages to guests.
* Issue safety deposit boxes to guests when requested.
* Accept and carry out wake-up call requests.
* Make cash drops at the end of each shift.
* Refer guests to appropriate departments to ensure that their complaints are resolved.
* Take and verify identification during check-ins.
* Offer advice to guest on local shopping and eating areas.
* Communicate with staff on the previous shift to manage guests’ arrivals and reservations.
* Inform management of any discrepancies in front desk operations.
* Balance rebates and miscellaneous charges.
* Provide guests with information on entertainment prospects inside the hotel.
* Provide travel instructions to guests and arrange for transportation.
* Report safety hazards to the management or security official.

Position : **SECRETARY**

Company : Laforteza Study Center

Laforteza Village, Caloocan City

Year Started : May 2004 – May 2005

*Job Description:*

* Prepare daily repots, presentation and other important documents.
* Set corporate and casual meeting.
* Prepares communications, project proposals and office memos.
* Communicates with clients, head officers and other business associates.
* Prepare the daily activity and important documents to be signed by the boss or the head officer.
* Encode and store important files or documents in computers.
* Communicates with clients, head officers and business associates.

Position : **PATIENT ACCOUNT OFFICER – FINANCE DEPARTMENT**

Company : Social Insurance Hospital

Riyadh City, Kingdom of Saudi Arabia

Hospital Position Assigned : Emergency Station and Intensive Care Unit

Main Surgical Rehabilitation Ward

Pharmacy Department

Surgical and Medical Ward with ICU extension

Physical Therapy and Out-Patient Medical Ward

Well Baby, Pediatrics and Nursery Ward

Year Started : July 14, 1999 – December 23, 2003

*Job Description:*

* Dealing effectively with patients and staff in regards to patient billing and cash collection and reconciliation.
  + - Collaborating with other departments to ensure that the billing and cash collection process is as streamlined as possible.
    - Daily & weekly reconciling of patient accounts, identifying problems and communicating same to the relevant personnel.
    - Preparing Key Performance Indicators (KPIs) reports, as and when required.
    - Working with IT department to design and automate procedures for checking and reviewing billing within the hospital.
    - Complying with departmental and hospital Policies and Guidelines.
    - Participating in meetings as requested, and contributes to the on-going development of the department and hospital.
    - Helping to create an environment that encourages teamwork, positive attitudes and high morale.
    - Participating in other duties that may be assigned due to developing departmental requirements.

Position : **PERSONAL SECRETARY**

Company : Engineering Equipment Inc., (EEI)

Masinloc, Zambales, Philippines

Project Name : Coal-Fired Thermal Power Plant Project

Year Started : July 1996 – July 1999

Position : **EXECUTIVE SECRETARY**

Company : FOCUS Travel and Tours, Inc

Malate, Manila, Philippines

Year Started : February 1995 – June 1996

Position : **OFFICE CLERK**

Company : Superior Packaging Corporation

Novaliches, Quezon City, Philippines

Year Started : October 1996 – June 1996

Position : OFFICE CLERK TRAINEE

: Department of Foreign Affairs

Roxas Boulevard, Manila, Philippines

Year Started : March 1994 – May 1994

Position : OFFICE CLERK TRAINEE

Company : Bureau of Internal

Manila, Philippines

Year Started : March 1993 – May 1993

**PERSONAL PARTICULARS**

Date of Birth May 22, 1974

Nationality Filipino

Gender Female

Height 1.5748 meters

Civil Status Single

Language English, Arabic, Filipino

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| **MYRA GUERRERO ERMITA – CV No 1944180**  To arrange interview with me, please send your company name, vacancy and salary details to my HR Consultant [cvcontacts@gulfjobseekers.com](mailto:cvcontacts@gulfjobseekers.com) Whatsapp +971504753686  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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