**EJ**

**EJ.331049@2freemail.com**

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| **OBJECTIVE** |

To obtain a position in Tourism/Hospitality industry that utilizes my skills and experiences in sales and providing customer service as well as my Bachelor degree in Tourism. I am extremely focused on elevating the company standards, sales goals, and client expectations.

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| **PROFESSIONAL SUMMARY** |

Substantial experience and outstanding skills in customer service, sales, experience in providing support regarding products and services. Has the ability to effectively work with tight schedules and fast-paced working environment. An effective problem-solver, hardworking, a strong team player with an appreciation and understanding of the importance of customer care as a function within a business, self-starter and highly motivated and excellent in written and oral communication skills in English. I look forward to make a significant contribution to the growth of an ambitious company.

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| **WORKING EXPERIENCE** |

***Tavera Business Center Davao City***

***Customer Service Representative***

**August 2014-November 2016**

Duties and Responsibilities:

* Answering phone calls and emails
* Chat support.

**MICROBANKER PHILIPPINES INC.**

***Makati Philippines***

***Account Generation Analyst/Marketing Assistant***

***February 2012-August 2013***

Duties and Responsibilities:

* Prepare contracts and proposals for clients and prospect clients.
* Encode and updates the company’s Database System.
* Maintain electronic filing system.

**CITI BANK NA**

***Eastwood Libis Quezon City***

***CitiPhone Officer***

***July 2010-November 2011***

Duties and Responsibilities:

* Handle inquiries and transactions on banking and credit card products
* Promote and cross-sell banking products as appropriate
* Deliver superior customer service to ensure a superior Citibanking experience to our customers

**GOLDS GYM**

***Robinsons Galleria Ortigas, Philippines***

***Receptionist***

***December 2009-June 2010***

Duties and Responsibilities:

* Acts as a primary contact for customer through personal interface
* Attends to clients’ needs and inquiries
* Monitor and collect client attendance and enrollment fees
* Logs and manages customers data through the customers company database
* Schedule client sessions with the facility’s personal trainers and records fitness equipment maintaining records.

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| **RELEVANT EXPERIENCE**  |

**Organization & Time Management**

* A problem solver who quickly grasps complex situations and turns them into manageable tasks.
* Produce quality work even when under extreme time pressure.
* Collaborate in teams to produce quality reports

**Communication & People Skills**

* Articulate and very effective working with people of different backgrounds and temperaments
* Exceptional command of the English language with strong written and transcription skills
* Consistently maintain a positive attitude and enjoy helping people.

**Technical skills**

* Experienced in editing and proofreading documents with focus on words definitions, spellings, sentence structure and grammar.
* Computer proficiency
* Strong knowledge in MS Office

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| **EDUCATION** |

**COLLEGE**

**Philippine Womens College of Davao**

***Bachelor of Science in Tourism***

(Graduate)

2005-2009

**Ateneo de Davao University**

***Bachelor of Science in Nursing***

(Undergraduate)

2004-2005

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| **SEMINARS AND TRAININGS** |

* Crowd Management Training
* Crisis Management Training
* Basic Safety Training at “The Maritime Training of the Philippines”
* Practicum at Amstar Travel and Tours
* BA Club Seminar “How to Build a Winning Sales Team
* Certificate of Participation in Tour Guiding Seminar
* Regional Conference Micro, Small, Medium Enterprises
* Greenwich Store Workshop

***Character reference: Available upon request***