**JAN**

[**JAN.337555@2freemail.com**](mailto:JAN.337555@2freemail.com)

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| **OBJECTIVE** |

To seek employment in the business industry where patience and hard work will be recognized and to join in a business where opportunity for professional growth is encouraged; and to share my knowledge, abilities and skills acquired from my education and trainings.

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| **SKILLS** |

* Can fluently communicate in English language in terms of verbal and written presentation skills.
* Public Speaking with good speaking voice.
* Recognizes the Ethics in Journalism and other Media-Related Activities
* Physically Fit
* Ability to delegate and multitask
* Strong Interpersonal and Organizational Skills
* Computer Literate (Microsoft Office, Web Browsing)
* Meets and Beats Deadlines

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| **EDUCATIONAL BACKGROUND** |

**College Education** Bachelor of Arts in Communication

June 2009 – March 2013 Saint Louis University, Baguio City Philippines

**Secondary Education** Camiling Catholic School

June 2005 – March 2009 Arellano St., Camiling, Tarlac Philippines

**Primary Education**  Camiling Catholic School

June 1999 – March 2005 Arellano St., Camiling, Tarlac Philippines

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| **WORK EXPERIENCE** |

Position: **Administrative Assistant**

Duties:

* Receives and handles email and phone calls from prospective clients
* Writes and distributes email, correspondence memos, letters and forms
* Assists in preparing scheduled reports
* Acts as a point of contact for internal and external clients
* Organizes appointments, meetings and taking detailed minutes

Company: Ynah and Dale Pavillion

Address: Building 1A, Bonifacio Street, Tarlac City Philippines

Term: August 2015 – October 2016

Position: **Service Desk and Technical Analyst for IHG Global Technology Support**

Duties:

* Receives and handles email and phone calls from IHG hotel staffs and managers from all over the world
* Documents each problem, concern and queries reported by IHG Managers and staff through a service desk ticket system
* Identifies the reported technical problem (i.e unable to log in to employee account, technical problem with hotel systems) provides and guides or walk-through hotel staffs troubleshooting for an immediate resolution.
* Coordinates with IHG Managers for employee records i.e passwords and account creation

Company: InterContinental Hotels Group, SC Reservations (Philippines), Inc.

Address: 27th to 29th Floors, Tower II RCBC Plaza 6819 Ayala Avenue corner Sen. Gil Puyat Avenue, Makati City 1200, Philippines

Term: November 2013 – June 2015

Position: **Case Analyst for Best Price Guarantee Desk**

Duties:

* Receives and handles emails coming from IHG Rewards Club members from all over the world who would like to take advantage of a free-first night stay in any IHG Hotels given they are able to meet the terms and conditions of the program
* Documents each claim by an IHG Rewards Club member through a service ticket system
* Analyzes each claim carefully and makes sure it will be able to meet the given terms of the program
* Validates and invalidates a claim according to the terms of the program

Company: InterContinental Hotels Group, SC Reservations (Philippines), Inc.

27th to 29th Floors, Tower II RCBC Plaza 6819 Ayala Avenue corner Sen. Gil Puyat Avenue

Makati City 1200, Philippines

May 2013 – October 2013

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| **INTERNSHIP / PRACTICUM** |

**On-the-Job Trainee** at Sky Cable, Baguio City

* Gathers and delivers news for Sky News (the local TV News program of Sky Cable Baguio City Philippines)
* Writing news articles for Sky News
* Reports directly to the Head Producer and Managing Director of Sky News
* One of the Production Staff during the Panagbenga Festival Celebration 2012 (the local festival held annually in Baguio City Philippines)

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| **ACHIEVEMENTS / MERITS** |

* **AHT (Average-Handling Time) Driver**, Global Technology Support

InterContinental Hotels Group, SC Reservations (Philippines), Inc.

February 2014 – October 2014, December 2014 – May 2015

* **ACE (Attendance Champion Employee)**, Global Technology Support

InterContinental Hotels Group, SC Reservations (Philippines), Inc.

February 2014 – May 2015

* **ACE (Attendance Champion Employee)**, Best Price Guarantee Desk

InterContinental Hotels Group, SC Reservations (Philippines), Inc.

August 2013 – October 2013

* **Best in Costume and Make-up**, Theatre Play, MCS Star Awards

Saint Louis University (2013)

* **Production Crew** – Annual Arts Festival, Drama Entry of the School of Humanities

Saint Louis University (2013)

* **Production Crew** – Mass Communication Photo Exhibit

Saint Louis University (2013)

* **2nd Runner-up Best in Music Video**, MCS Star Awards

Saint Louis University (2011)

* **Dean’s Lister**, School of Humanities

Saint Louis University (S.Y. 2010-2011)

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| **PERSONAL DETAILS** |

Birth date : June 5, 1992

Age : 24

Gender : Male

Civil Status : Single

Nationality : Filipino

Height : 5’7”

Weight : 90 kg.

Language / Dialect : English, Tagalog

Interests : Reading books; Travelling; Singing; Watching movies;

Browsing the internet for new ideas and current events; Learning and discovering new things.