**ANGELICA**

Angelica.348848@2freemail.com

**CAREER OBJECTIVE**

Seeking for advancement and opportunity that offers long term employment with challenging and rewarding career experience where I can utilize my analytical and communication skills. To gain further exposure and broaden my experience in the field of Hospitality Management.

**EDUCATIONAL BACKGROUND**

**Bachelor of Science in Hospitality Management Colegio de San Juan de Letran**

151 Muralla St. Intramuros, Manila (June 2008 – March 2012)

**Jesus the Risen Savior School – DLSUS**

Sampaguita Village, San Pedro, Laguna

(June 2004 – March 2008)

**WORK EXPERIENCE**

**Cebu Pacific Air**

**Customer Service Agent**

Ninoy Aquino International Airport, Terminal 3

Pasay city, Philippines

**April 2012 - September 2014**

**Duties and Responsibilities:**

* Solid understanding of domestic and international airport policies and procedures.
* Excels in a challenging, time-constrained environment:
* Responsible for meeting inbound flights, assisting passengers with connecting flights, checking-in passengers, and boarding outbound flights
* Insures that travel documents are in compliance.
* Complies with safety guidelines and procedures mandated by the Federal Aviation Administration and Department of Transportation.
* Provides information for passengers concerning reservation data and airport updates.

**West Contact Services**

**Customer Service Representative**

Cyber Gate Tower 1 Pioneer St.,

Mandaluyong City, Philippines

**October 2014 - May 2016**

**Duties and Responsibilities:**

* Built and retains customer loyalty through timely and effective one call resolution; increases revenue through the execution of various sales initiatives.
* Completed required trainings to not only stay current on new/existing systems, products and services, but to also maintain proficiency on company values and organizational requirements.
* Use electronic documentation, reference tools, and automated training provided to deliver stellar customer service.
* Meet and exceeds department productivity and quality standards. Appropriately disbursed adjustments and account credits in accordance with policy and procedures.
* Provides effective and timely resolutions of a range of customer inquiries.
* Responds to customer inquiries requests; resolves issues efficiently and professionally.
* Completed ongoing training to stay abreast of product, service and policy changes.

**Ateneo de Manila University Secretary cum Receptionist**

Ateneo Professional Schools Bldg., 130 H.V. Dela Costa Street,, Salcedo, Makati, Metro Manila, Philippines

**June 2016 - December 2016**

**Duties and Responsibilities:**

* Provides exceptional customer service to all administration, teachers, support staff, parents and students.
* Organize systems and reports for smooth daily operations of attendance office.
* Successfully communicates with staff about decisions, changes and other relevant information on a timely basis.
* Maintains positive and cooperative working relationships with staff and students.
* Organizes, maintains and updates student database, records and files according to established procedures.
* Assist other departments in secretarial/administrative tasks upon request. Maintains clerical records and arrange reports.
* Handles all office duties, including phones, emails and preparation of materials for all meetings, conferences.
* Organize staff meetings and special events.
* Experience with customer service skills in a large professional environment.
* Handles multiple phone lines, mail, sending messages, etc.
* Make copies and transfers files to specific filing cabinets, drop boxes, etc.

**QUALIFICATIONS**

* Proficient in English and Filipino
* Good Academic Standing
* Excellent communication and interpersonal skills
* Computer literate; with intermediate typing skills and background in MS Office
* Excellent organizational and time management skills – ability to prioritize daily tasks.
* Reliability in protecting confidential information.
* Good analytical skills, well organized, highly adaptable in a very dynamic environment with good moral character.
* Ability to set and meet goals on time
* Able to work under pressure with minimum supervision
* Excellent verbal and written communication skills

**ON THE JOB TRAINING**

* **The Legend Hong Kong Seafood Restaurant** (March–April 2011)Boom na Boom Compound, CCP Complex, Pasay City
* **Makati Shangri-La, Manila Hotel** (June–August 2011)

Ayala Ave. Cor. Makati Ave., Makati City

● **DNATA INC.** **–** **Qatar Airways Cargo**(November 2011 – December 2011) Miascor Compund, NAIA Ave., Paranaque City

**SEMINARS ATTENDED**

* **National Tourism Convention (2012)**

Baguio Country Club, Baguio City

* **Hospitality Management Convention (2009)**

Colegio de San Juan de Letran

* **In Flight Catering Operations (2009)**

Macro Asia In-Flight Catering

* **Overview of the Hotel Operations (2009)**

Renaissance Makati City hotel

* **Lecture on Tourism Trends of Region 1 Demonstration on Bed Making Procedure**

**Hotel Operations and Job Opportunities in the Hotel Industry**

Fort Ilocandia, Ilocos Norte

* **Wine Seminar**

Wine Museum

* **Cocktail mixing and Flair Tending Seminar**

T.G.I. Fridays, Mall of Asia

* **Basic Safety Course with Personal Safety & Social Responsibility**

Magsaysay training center United Nations Ave. cor. Taft Ave., Ermita, Manila

**PERSONAL DATA**

Age: 25 years old

Place of Birth: Binan, Laguna

Civil Status: Single

Height: 5’4”

Weight: 136 lbs.

Religion: Roman Catholic

Citizenship: Filipino