****

**ANSHERINA**

**Email Address**: ansherina.351723@2freemail.com

**OBJECTIVE:**

Seeking a Company where I can use my experience and knowledge to help the company to meet their goals. To enhance my interpersonal skills and goal oriented personality that will contribute to its growth and success.

**SKILLS AND ABILITIES:**

* Positive Attitude and hardworking;
* Good in Time Management
* Multi-task oriented
* Computer literate
* Can Speak English and Filipino
* Basic Knowledge about using Amadeus and Abacus/Sabre system
* Knowledge about making Tour packages and visa processing
* Knowledgeable about Ticketing, Reservations and booking of hotel and flights.

**WORK EXPERIENCE:**

October 26, 2015 – February 11, 2017: **Travel Consultant / Ticketing and**

 **Reservation Agent**

 ***VIA PHILIPPINES - Flightraja Travels Pvt. Ltd***

Unit 405-406-407, 4 F Five E-com Center Building

 Block. 18 Pacific Drive, Mall of Asia Complex 1300

 Pasay City, Philippines

* Assisted agents inquiries from different travel agencies regarding their bookings on how to book a flight using our portal, advised ticket restrictions from the airline, manually issued/reserved their flights. Added baggage allowance, responded on their emails and answered phone calls, cancel and refund their tickets. Rebooked the flights.

October 5, 2014 – October 10,2015: **Reservations / Ticketing Agent in Domestic**

 **And International Department**

***Bridges Travel and Tours***

 Unit 801 Liberty Center Bldg.104 H.V Dela Costa

 Salcedo Village Makati City, Philippines

* + - * Booked flights using Amadeus and Abacus system
			* Issued E-Tickets
			* Making / customized a Tour packages of a different

Destinations in Asia and some part of Europe

* + - * Assisted client inquiries through email and phone calls
			* Handled / processed visa application and documents

**ACHIEVEMENT:**

Awards:

* Top Performing Agent, November 2016
* Top Performing Agent, October 2016
* Top Performing Agent, May 2016
* Top Performing Agent, April 2016
* Top Performing Agent, February 2016
* Top Performing Agent, November 2015

**SEMINARS/TRAININGS:**

October 18-21,2016 : **Sabre Basic Reservation Training**

 105 H.V Dela Costa Street, Salcedo Village. Makati, Metro

 Manila. Trafalgar Plaza

May 2015 : **Amadeus Basic Course Training**

 LKG Tower, 6801 Ayala Ave, Makati, 1226 Metro Manila

January 2015 : **Advance Passenger Service Agent** Course, Sky Aviation Learning Center (**APSAC**)

 (TESDA; PATTS College of Aeronautics, Paranaque City)

July 2014 : **Basic Passenger Service Agent Course**

 Sky Aviation Learning Center (**BPSAC**)

 (TESDA; PATTS College of Aeronautics, Paranaque City)

July 2014 : **Manila Tourism Summit 2014**

 (Sofitel Hotel, CCP Complex Roxas Boulevard, Pasay City)

**EDUCATIONAL BACKGROUND:**

TERTIARY **Bachelor of Science in Tourism Management**

2011-2015 PATTS College of Aeronautics

 Lombos Ave., San Isidro, Parañaque City

**PERSONAL DATA:**

Gender : Female

Age : 22 yrs. old

Height : 5’4

Birthday : December 28, 1994

Civil Status : Single

Nationality : Filipino