**Micha**

[Micha.352286@2freemail.com](mailto:Micha.352286@2freemail.com)

**OBJECTIVE**

To obtain a position that will enable me to use my strong organizational skills, educational background and ability to work well with people.

**SUMMARY OF SKILLS**

* Able to take initiative and resourceful
* Good interpersonal skills and decision making
* Can work effectively and efficiently under time pressure
* Able to work independently or as a part of a group
* Adaptable to new environment
* Can handle multi-tasking and willing to be trained
* Fluent in speaking and proficient in writing in English
* Computer literate (Microsoft Office programs)
* Basic Knowledge of Dubai Trade

**EDUCATIONAL ATTAINMENT**



**San Sebastian College-Recoletos**

Bachelor of Science in Tourism Management

C.M Recto Ave., Manila, Philippines

2011-2015

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**ProLearn UAE**

Basic Logistics (Short Course)

Rewaq Ousha Educational & Cultural

2017

**WORK EXPERIENCE**

**ORIENT CAPITAL VENTURES**

* **Client Relation Specialist (February 2016 – December 2016)**

A front-line position that interacts, face-to-face or over the telephone, with clients to generate the required mix of volume and amount of bets and clients to attain individual and outlet targets. Also involved in responding to general inquiries regarding the business, as well as ensuring compliance to all gaming rules and regulations.

**POWER MAC CENTER**

* **Mac Expert (April 2015 – January 2016)**

To promote and sell products and services to clients. To build and maintain strong client relationship that will lead to high-level customer satisfaction, while preserving company interest and achievement of sales target.

**INTERNSHIP**

**Embassy of Malaysia (Tourism Office)**, BGC Taguig City

(December 2014 - February 2015)

* Part of the Admin cum Marketing department who’s responsible for answering inquiries face-to-face or through email or telephone calls, creating promotional activities and giving itineraries for travelers who will visit Malaysia.

**Everyday Travel and Tours Corp**, Binondo, Manila

(April 2013 - June 2013)

* Reservation Officer who’s responsible for answering inquiries, creating quotations, tour packages and bookings for hotel and flight reservations of the clients.

**San Sebastian College Travel** **Laboratory**, Claro M. Recto, Ave., Manila

(October 2013)

* Responsible for filing of documents and reports of Tourism Students of San Sebastian College.

**SEMINARS AND ACTIVITIES ATTENDED**

**PTAA 22ND Travel and Tour Expo**, February 2015

(SMX Convention Center, Pasay City)

* Organized a three-day exhibit to promote Malaysia to be able to increase tourists who will visit Malaysia.

**Tour Guiding Training**, February 2014

(San Sebastian College-Recoletos Manila)

* Arranged a small tour and act as a Tour Guide for a day around Manila.

**Event Management (Vintique De La Mardi Gras)**, September 2013

(Metropolitan Park, Pasay City)

* Organized a Big Event for students of San Sebastian College. As a member of the Wardrobe Committee, we are responsible for all the clothes that would be used by the staffs of the Event.

**Amadeus e-Learning – Reservation Essentials**, September 2012

(LKG Tower, 6801 Ayala Ave., Makati City)

* Training on how to use Amadeus System, from initial search to making a booking, from pricing to ticketing, from managing reservations to managing check-in and departure processes.

**Hospitality Industry Familiarization Tour**, February 2011

(Clark - Baguio, Philippines)

* Quick tour, seminars and hands-on activities regarding different work in the hotel.