**ELAINE**



[**Elaine.362406@2freemail.com**](mailto:Elaine.362406@2freemail.com)

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| **Objective:**  **PERSONAL PROFILE:**  **achievements/**  **EXPERIENCEs**      **educational ATTAINMENT:**  **SEMINARS**  **ATTENDED:**    **SKILLS:**  **Character**  **references:** | Seeking for a position where I can fully utilize my skills, put my learning into practice and make a contribution by providing better customer satisfaction while giving me an opportunity to enhance my skills.  Date of Birth : October 17, 1994  Age : 22  Place of Birth : Baliuag, Bulacan  Religion : Roman Catholic  Citizenship : Filipino  Height : 5’4”  Civil Status : Single  Dialect : Filipino/English  **IMG Worlds of Adventure**  **IMG Group**  F&B Hostess  August 10, 2016 – April 12, 2017  **SM City Baliwag**  **Mercantile Stores Group Inc.**  Customer Service Representative  May 18, 2015 – July 05, 2016  **Responsibilities:**   * Acknowledge and appropriately greet and assist every customer in a timely manner. * Manage telephone calls professionally, efficiently and with good communication skills. * Ensure that all incoming calls were logged. * Direct / transfer incoming calls to the concerned department. * Attend to customer questions, complaints and concerns immediately, and facilitate satisfactory resolution. * Deliver the paging code correctly and in the right tone of voice that the customers will be informed, staff would be aware and operations running smoothly. * Give assistance at the other areas of customer service department.   **Manila Crown Palace Hotel**  Human Resource Assistant & Room Attendant  November 04, 2014 – January 24, 2015  **TESDA NC-II**  Food and Beverage Services  CLN-NQ- 3045138  ***Tertiary***  : **Bulacan State University**  Bachelor of Science in Hotel and Restaurant Management  City of Malolos, Bulacan  2011 - 2015  ***Secondary***  : **St. Mary’s College of Baliuag**  Racelis Street, Baliuag, Bulacan  2008 – 2011  **The Role of Travel Agency,** January 16, 2012  Bulacan State University Restaurant, Malolos, Bulacan  **Events Management,** March 08, 2012  The Grand Pavilion, The Cabanas McArthur Highway, City of Malolos  Mr. Gilbert De Jesus – Event Specialist  **Biting the Sweet Taste of Food and Beverage World… Business Opportunities,** March 24, 2014  Malolos Resort Club Royale  **Communication & Critical Thinking,** August 01, 2014  Victory Center Dakila, City of Malolos  Taj Mahal Y. Aquino - Keynote Speaker  **Basic Food Safety,** August, 2016  Mr. Ed Sepida - Training Coordinator  **Hostess - Handling Complaints,** October, 2016  Ms. Raquel Arenas - Training Coordinator  **F.I.S.H Philosophy,** January, 2017  Mr. Ken - Training Coordinator  **Basic Arabic Class,** February 2017  IMG WOA - HR Associates  Computer Literate  Efficient time management and organizational skills  Excellent ability to adapt to difficult situations  Skilled in handling multiple tasks and work under pressure  Proficient in oral and written communication  Available upon request |
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*I hereby declare that the information given is correct to the best of my knowledge and belief, and that I have not withheld any information which might reasonably be calculated to adversely affect my suitability for employment.*