**Neldie**

**Neldie.365370@2freemail.com**

**Objective**

Looking for an Airline Customer Service Agent position that will enable the use of problem-solving, customer service and communication skills.

**Profile Statement**

Excelled in the role of hospitality. Handling multiple functions including customer queries, administrative tasks and information monitoring. Enjoyed meeting the challenges of a high stress work environment and successfully maintained an efficient and effective customer service.

**Working Experience**

**Receptionist**

Beat Swiss Chalet Hotel and Restaurant

March 2015- January 2017

Swiss Chalet Hotel and Restaurant

April 2010- March 2015

JIH Hotel and Restaurant

March 2008- April 2010

* Answering and transferring phone calls
* Handle and redirect customer queries
* Take and distribute messages
* Manage all visitors
* Organize incoming and outgoing mail
* Allocating rooms and hand-outs key to guest
* Making sales report
* Prepare letters and documents
* Utilize MS Office fully in daily tasks and responsibilities
* Set up and maintain accurate data management systems
* Maintain a professional reception area

**Education**

Holy Angel University, Angeles City, Pampanga, Philippines

Associate in Travel Management 2008

Airline Passenger Services and Handling Course

Feb 3-8, 2017

Airline Services Training Program

February 3-March 2, 2017

International Air Fares and Ticketing Course

February 13-17, 2017

Amadeus Basic Reservation Course

February 20-24, 2017

Service Personality Course

February 27-28, 2017

Omni Airline Services Training School

AVSEC Awareness Seminar

March 1, 2017

Clark International Airport Corporation

**Technical Skills**

 Amadeus

 MS Outlook

 MS Office

**Core Competencies**

 Organizational and planning skills

 Communication skills

 Customer service orientation

 Attention to detail

 Information management

 Problem solving

 Reliability

**References**

Available on request