**ELAINE**



**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, 1994Age : 22Place of Birth : Baliuag, BulacanReligion : Roman CatholicCitizenship : FilipinoHeight : 5’4”Civil Status : SingleDialect : Filipino/English**IMG Worlds of Adventure****IMG Group**F&B HostessAugust 10, 2016 – April 12, 2017**SM City Baliwag****Mercantile Stores Group Inc.**Customer Service RepresentativeMay 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 AttendantNovember 04, 2014 – January 24, 2015**TESDA NC-II**Food and Beverage ServicesCLN-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, 2012Bulacan State University Restaurant, Malolos, Bulacan**Events Management,** March 08, 2012The Grand Pavilion, The Cabanas McArthur Highway, City of MalolosMr. Gilbert De Jesus – Event Specialist**Biting the Sweet Taste of Food and Beverage World… Business Opportunities,** March 24, 2014Malolos 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, 2016Mr. 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 AssociatesComputer LiterateEfficient time management and organizational skillsExcellent ability to adapt to difficult situationsSkilled 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.*