****

##### SANJIV

##### [SANJIV.369210@2freemail.com](mailto:SANJIV.369210@2freemail.com)

**CAREER OBJECTIVE:**

To be a part of a very effective environment wherein my knowledge and experience can be shared and develop and Looking for opportunities where I can improve my qualified skills. Undertake challenging assignments and crave for learning new things. Seek a Responsible Career Opportunity in which I can successfully utilize my Skills towards the set objective of the organization.

**TECHNICAL SKILLS**

**Operating Systems:** Microsoft Office (Word, Excel, Outlook, PowerPoint)

**ACADEMIC QUALIFICATION:**

* ***Bachelor of Science in “Psychology*” –** (**2002 – 2007**)

Holy Cross of Davao College, Sta. Ana Avenue Davao City, Philippines

**Working Experience:**

Company : **Masao Beach Resort**

Position : **Customer Service**

Duration : ***September 2013-March 2017***

***Roles and Responsibilities:***

* Facilitates reception area to be more entertaining and approachable.
* Determine the problems of the customers which needs attentions for a fast resolution
* Ensure that customers satisfaction with regards to the quality of service we are serving.
* Answer phone and emails with concerns to question of existing transaction.
* Schedule accommodation for clients that needs reservation.
* Collect cash in exchange of services rendered and tender change to customers.
* Ask customers for feedback on the service
* Ensure cleanliness, neatness and sanitization of the resorts.
* Conducting meeting and other value ideas to share to coworkers for effective results
* Receiving payment from the customers after leaving the resorts
* Preparing materials that needs before being occupied to the area.
* Innovating new advertising method to promotes high information to our Resort
* To make a summary report in monthly basis for previous transaction
* Give a high quality of first class service of the resort.

Company : **Travel Inn Hotel**

Position : **Front Desk Receptionist**

Duration : ***Feb. 2012-Sept. 2013***

***Duties and Responsibilities:***

* Assisted the promotion teams with the planning of advertising packages and promotions.
* Oversaw all details that must be reviewed before accepting booking.
* Take control in receiving phone calls and answering inquiries in emails
* Responsible for the day to day dealing of customers, guiding and solving the queries of customers.
* Promotes a good relationship to my co workers
* Send a weekly report to assess the number of clients visiting the hotel.
* Enhances a calibrated flow of services catered to the clients.
* Follow up concerns and recommendation of staff in line with work efficiency.

Company : **Quality Inn Hotel**

Position **: *RECEPTIONIST/Hotel Front Desk***

Duration : ***Jan. 2009-Dec 2011***

***Roles and Responsibilities:***

* Politely greet the customers by approaching them with a positive feeling.
* Guiding them to their line of preference of room accommodation
* Monitoring of inbound and outbound logs of guest.
* Check profile of each guest listed from accommodation
* Offering packages promo through telephone and emails add.
* Asking them nicely about their personal concern.
* Answer them politely about their inquiries.
* Take control of phone calls as outside customers concern
* Must take feedback satisfaction of the customers
* Give a sense of high quality services in making them satisfy
* Always provide their need as a priority.

Company : **Davao Honda Center Inc.**

Position **: *Admin/Human Resource Assistant***

Duration : ***March 2008 - October 2008***

***Roles and Responsibilities:***

* Deliver excellent employees management in working place.
* Helps on conducting assessment on employees with regards to performance appraisal on employees with regards to the profile of employees.
* Maintain safety and regulation to effective implementation.
* Imposing rules and regulation with regards to company policies.
* Creates a healthy and friendly environment in the workplace.
* Implementing sanctions to employees that needs to be reprimanded.
* Conducting awareness to newly hired employees.
* Encourage other workers to do a high-quality performance in their respective departments.

Company : **Davao Oriental Tours Inc.**

Position **: Travel Assistant Coordinator**

Duration : ***September 2007 - March 2008***

***Roles and Responsibilities:***

* Deliver excellent customer service to the walk- in clients in the receiving area.
* Arrange flights and mainly booking to the client’s destinations
* Making a comfortable way on making hotel booking depending on client’s preference.
* Promotes a hassle free for tourist to make a wise decision on choosing places
* Making accommodations and Secure necessary documentation such as passports, visas, or other clearances.
* Settle requisite documentation for proper booking and flights.
* Giving a proper option for client’s satisfaction with regards to their choices.
* Always leave a good impression for full satisfaction.