

 **MARK**

Email: mark.379504@2freemail.com

# OBJECTIVES:

Fresh and enthusiastic individual looking for a suitable and challenging position where I can contribute my knowledge and skills as an asset to the company. Eager to attain the maximum level of customer satisfaction through utilization of dynamic personality and customer care protocols.

# QUALIFICATIONS:

* Degree in Tourism Management
* Passed the NSAT examination with an average of 81.40%
* Good interpersonal and communication skill
* Enthusiastic in learning, stress tolerant and willing to be trained
* Team player and a consummate professional
* Ability to communicate with multi-diversified nationality
* Excellent organizational and analytical skills
* Conscientious in duty operations.

# SKILLS AND EXPERTISE:

* Very good communication in English(verbal and written)
* Good Coordination Skills
* Organizational skills and customer service orientation
* Adaptability and ability to work under pressure
* Self-motivated

# COMPUTER SKILLS:

* Microsoft Office Word
* Microsoft Excel
* Microsoft PowerPoint
* Pinnacle Studios

# OTHER TECHNICAL SKILLS:

* Proficient in using Amadeus Reservations
* Pencil Drawing Skill
* Basic Computer Troubleshooting
* Culinary Technical Skill

# EDUCATIONAL ATTAINMENT:

Tertiary:

## Bachelor of Science in Tourism Management

Tarlac City, Philippines SY 2013- 2017

Secondary:

**Victoria National High School** Victoria, Tarlac City, Philippines SY 2009 – 2013

Elementary:

**Victoria West Central School** Victoria, Tarlac City, Philippines SY 2003 – 2008

**Far Eastern Private School** Sharjah, United Arab Emirates SY 2008 – 2009

# WORK EXPERIENCES:

## WeFly Travel and Tours:

Caters International and Local flights and hotel bookings around the world.

**Position:** Marketing Assistant April 13 – June 14, 2015

* + Assist and support the work of marketing managers and executives on projects directed at maximizing company profits and developing sales strategies or marketing campaigns.
	+ Assembles consumer rating reports by compiling, consolidating, formatting, and summarizing information, graphs, and presentations.
	+ Updates competitor database by inputting data from field sales; compiling, consolidating, formatting, and summarizing information, graphs, and presentations; distributing reports.
	+ Publishes pricing schedules by verifying freight rates, charges, and allowances.
	+ Supports sales presentations by assembling quotations, proposals, videos, slide shows, demonstration and product capability booklets; compiling account and competitor analyses.
	+ Prepares mailers and brochures by formatting content and graphics; arranging printing and internet packages.
	+ Maintains marketing library by checking and replenishing inventory.
	+ Provides marketing tracking and research information by collecting, analyzing, and summarizing data and trends.

2  Accomplishes marketing and organization mission by completing

related results as needed.

## OMNI Aviation Corporation:

## The premier flight training facility in the Country. One of the best training ground in Asia to improve the skills and capabilities of students to adept not only with the real situations but are also to hone to acquire excellence and make right assessments and decisions


## Position: Flight Attendant Trainee

## *January to February 2017 Trained with actual experience of the following:*

## *Attend preflight briefings on details of the flight*

##

* + Ensure that adequate supplies of refreshments and emergency equipment are on board
	+ Demonstrate the use of emergency equipment
	+ Ensure that all passengers fasten their seatbelts
	+ Serve beverages, meals, or snacks
	+ Take care of passengers’ needs
	+ Assist passengers with special needs
	+ Reassure passengers during flight
	+ Administer first aid to passengers, when needed
	+ Direct passengers in case of emergency
	+ Guided and prepared to be professional, safety conscious, adaptable and flexible to lifestyle change, customer-oriented service skilled, assertiveness. energetic, ability to multitask, and learn how to connect with people

##

## Amazon.com (Sutherland Global Services):

One of the leading Online retail store that serves millions of customers worldwide

**Position:** Customer Service Agent
November 01, 2017 –

February 20, 2018

* + Assist customers with product and service-related inquiries
	+ Supports customer with order and service-related issues such as lost, late, or missing package/deliveries.
	+ Troubleshoots issues regarding Amazon services such as Prime Membership or Unknown transaction on a customer’s account
	+ Provides alternative solution to problems and issues with the recommended option is not available.
	+ Ensures customers receives excellent or satisfactory customer experience.

**TRAINING AND SEMINARS ATTENDED:**

**E-commerce, Internet and Global Distribution System (Amadeus Systems Training)**

Amadeus is a computer reservations system (or global distribution system that), it is a ticket transaction processor for the global travel and tourism industry.

**Tarlac City, Philippines***November 2014 – March 2015*

 **Eco Tourism Seminar**

Community training engaged in micro-enterprises that provide an economic incentive for the conservation of natural and cultural heritage.

**Tarlac City, Philippines**
*July 2015*

**Man to Man English Training**

General English courses designed to improve every aspect of everyday English. To learn real language skills for real life situations. Interactive lessons, with clear objectives that contribute to overall progress and move closer to achieving individual language goals.

**Tarlac City, Philippines***January 2017*

**PERSONAL DETAILS:**

**Nationality** : Filipino

**Height** : 5”8

**Visa Status** : Visit Visa

**Date of Birth** : 28 July 1997

**Marital Status** : Single

**Language Spoken** : Fluent in English and Tagalog Basic knowledge in Japanese

