

ALLYSSA MARIZA D. SANTOS

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PROFESSIONAL ASPIRATION

To find a challenging position where I can utilize my skills, knowledge, experience, and ability to work well with people which will allow me to grow professionally and personally.

KEY SKILLS

Outgoing personality ♦ Positive and approachable professional ♦ Excellent communication skills ♦ Team Player ♦ Keeping itself calm in the situation of conflict ♦ Ability to work well as a part of team ♦ Adaptable and Flexible

TECHNICAL SKILLS

Basic GDS Reservation System (Sabre) ♦ Microsoft Office (Word, Excel, Powerpoint, Outlook)

PROFESSIONAL EXPERIENCE/S

dnata Travel Inc. - Clark Freeport Zone, Angeles, Pampanga (15-May-2016 – Present)

Senior Travel Consultant (November 2018 to Present)

- Offers customers a quality service and working to exceed their expectations.
- Responds to all phone and email inquiries promptly, courteously and in a friendly manner.
- Deals effectively with any difficult situation such as problem bookings, in-house and post-travel complaints.
- Ensures that all bookings and reservations are confirmed in able to avoid any problems in the future.
- Conducting interviews in few occasions.

Travel Consultant (April 2017 to October 2018)

- Answers all calls, emails and customer service requests assigned to the skill set trained for in a timely manner.
- Troubleshoots and liaises with suppliers and hotels for non-air transactions.
- Assist customers with their special, cancellation and amendment requests.

Customer Services Agent (May 2016 to March 2017)

- Encodes room rates & allocations, terms & conditions from the hotel contracts.
- Coordinates and discuss with the Team Leader and Contract Manager any discrepancies on the contract to avoid misinterpretations as well as errors or limitations that prevent the loading of the contracts and follow through to resolution.
- Tests the accuracy of the contracts through use of testing tools.
- Amends the contracts with Special offers and promotions received from the suppliers.
- Updates room inventories – stop sales and room allocations.
- Investigates pricing and invoice issues.

EDUCATIONAL BACKGROUND

CITY COLLEGE OF ANGELES

Bachelor of Science in Information System, March 2016.

Dean's List: 2nd Term, AY 2012-13.

President's List: 2nd Term, AY 2015-16

FRANCISCO G. NEPOMUCENO MEMORIAL HIGH SCHOOL

High School Diploma, March 2012.

Awards: Best Student, 2012.

PERSONAL INFORMATION

Date of Birth: September 26, 1996
Gender: Female
Place of Birth: Angeles City, Pampanga
Civil Status: Single

Citizenship: Filipino
Religion: Roman Catholic
Dialect Spoken: English, Filipino, Kapampangan

REFERENCES

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