

# BALANI, JUDYFLOR S.

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## OBJECTIVES

A highly organized, career goal motivated and hard-working individual seeking for a new career opportunity to fully utilize my trainings and interpersonal skills that will contribute customer service, guest's satisfaction and entertainment. Will leverage proven experience as a competent person to impart company's goals and needs.

## PERSONAL DATA

Age : 30 years old  
Date of Birth : September 17, 1990  
Height : 5' 6" / 171 cm  
Weight : 75kg / 165 lbs  
Civil Status : Single  
Nationality : Filipino

## EDUCATIONAL ATTAINMENT

Secondary: Holy Cross College Of Calinan  
Calinan, Davao City  
SY 2003-2007

Tertiary: Philippine Women's College of Davao  
Bachelor of Science in Tourism Management  
SY 2009-2012

## EMPLOYMENT HISTORY

Awesome OS, BPO Company – September 2020

Matina Town Square, Davao City Philippines

Fashion Consultant/Agent

- Fashion Stylist
- Receiving 3 chats at a time with an Average Hold Time (Average length/handling time)
- Working under pressure
- Doing multitasking the entire shift
- Attains customers needs and inquiries
- Provide great customers needs and satisfaction

**Xi Gang International Casino – June 2019 – April 2020**

Casino Dealer

Xi Hu Resorts and Hotel

Krong Preah, Sihanoukville, Cambodia

**Resorts World Manila - December 17, 2012 – June 2019**

Newport City Andrews Ave., Pasay City Philippines

Casino Dealer

- I am Proficient in multi-games such as Roulette, Mini Baccarat, MB Insurance, Pontoon, Blackjack, Three card poker, Lunar Poker, Caribbean Stud Poker, Electronic Baccarat.
- I provided a high level of customer service and promoted a positive attitude to create a fun and entertaining experience.
- I undergone seminars, training, program and workshop.

❖ **World Class Pinoy Training**

Personality Development Course geared towards our goal of being the first World Class Pinoy Integrated Resort in the Philippines.

February 7-8, 2018, Star Cruises Center, Resorts World Manila

❖ **P.R.E.P (Patron Relationship Enhancement Program)**

An interactive training geared towards enhancing gaming staff knowledge and skills in Customer Service, Casino floor Etiquette and Table Awareness.

April 11, 2017, Resorts World Manila

❖ **G.U.T.S (Genuine Urge To Serve)**

An interactive seminar geared towards developing participant's sense of being Creative and Innovative to provide Brand Customer Experience.

July 19-20, 2017, NPAT Rehearsal Studio

**Hager Travel and Tours / Hager Art Depot – April-October 2012**

Quirino Ave., Davao City Philippines

Secretary / Travel Agent

- I well-handed every task to be done.

- Travel Agent being promoted as a secretary.
- Worked under pressure with grace.

**Crown Regency Hotels and Towers – November-December 2011**

Fuente Osmeña Circle, Cebu City Philippines

Trainee

Front Desk Attendant

F&B Service

**SKILLS**

§ Computer Literate – Ms Word, Excel and PowerPoint

§ Language- English, Tagalog, and Cebuano

**CHARACTER REFERENCE**

**Edgar Fontanilla Cruz**

Casino Pit Manager

Century International Casino

Sunshine Bay Hotel, Sihanoukville, Cambodia

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**Emerson Yangco**

Casino Training Department

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