

MA. TERISCIEL JEFFER MANZO



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OBJECTIVE

To obtain a position that will enable to use my strong organizational skills, educational background and ability to work well with people.

EDUCATION

Lyceum of the Philippines University-Cavite Campus

2012-2016

Bachelor of Science in International Travel and Tourism Management

American Hospitality Academy

March 2014

Online Certificate Program

EXPERIENCE

CRO Lead Agent | MacroAsia Airport Services Corp.

March 2019 – Present

-Customer Relations Officer, Transfer Desk Agent, Check-In Counter Agent, Officer in Charge at the gate

Passenger Service Agent | MacroAsia Airport Services Corp.

October 2016 – February 2019

-Customer Relations Officer, Transfer Desk Agent, Check-In Counter Agent, Boarding Gate Agent and Arrival Agent

Admin Assistant-Training Department | MacroAsia Airport Service Corp.

April 2016 – October 2016

-Monitor the trainings of the agents, scheduled trainings, prepare all needed in training and update all information of the agents

On The Job Trainee | MacroAsia Airport Service Corp.

October 2016 – February 2016

- I assigned as Receptionist in Office of the General Manager of the company and I transferred to Operations under Japan Airlines as a Trainee like a Passenger Service Agent

SKILLS & ABILITIES

- Strong Customer Service
- Knowledge in Sabre System and Althea System
- Complete Trainings in Airport Handling
- Background in airport ground handling and cabin preparation
- Strong Decision Making and Problem Solving

TRAININGS

- PSS Sabre System Training
- Althea System Training
- PAL Security Awareness Training
- Dangerous Goods Cat.9 Training
- PAL Safety Management System Training
- PAL Human Factors Training
- US, AUS and UK Documents Training

REFERENCES

Reynaldo Garcia, Airport Service Manager of Philippine Airlines

NAIA Terminal 2 Pasay City, +63 02 855 8000 loc. 7477

Emerson Bonoan Jr., General Manager of MacroAsia Airport Services Corp.

Paranaque City, +63 9175366113/+63 02 879 5886