

CARRERA, MARIA ANGELICA A

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194-C Road 1 Bagong Pag-asa Quezon City, Philippines, 1105



PROFESSIONAL SUMMARY

Driven Front Office Agent highly skilled in managing reservations, telephone calls and customer inquiries. Poised and professional with total commitment to guest satisfaction. Well-versed in mitigating customer dissatisfaction with prompt service and diplomatic communication.

SKILLS

- Ready to work within a team, hardworking, responsible & able to work flexible schedule.
- Have a high motivation to learn and try new learnings
- Computer Literate, knowledge in Symphony and Starlight system.
- Effective in written and verbal communication skills
- Disciplined and open-minded to work in complex environment and given tasks.
- Can resolve problems quickly and efficiently and can do multitasking
- Customer service skills, organized and detail oriented

WORK HISTORY

FRONT OFFICE ASSOCIATE | Brentwood Suites - Quezon City, Philippines
(Nov 2018 - present)

- Welcomed each new arrival pleasantly and confirmed reservations and identification.
- Liaised with housekeeping and maintenance staff to address requests and complaints made by guests.
- Collected room deposits, fees and payments.
- Oversaw fast-paced front desk operations and guests' needs at busy facility.
- Kept accounts in balance and ran daily reports to verify totals.
- Handle phone, walk-in, online, and OTA reservations
- Resolved service-related problems and documented actions in system.

GUEST SERVICE AGENT (Intern) | Sentido Graceland Khaolak Resort & Spa - Phuket, Thailand (Mar - Jun 2018)

- Provided guest assistance, including recommendations for tourist attractions.
- Investigated guest challenges and sources of dissatisfaction to offer timely resolution.
- Answered guest inquiries and provided information regarding hotel services and amenities.
- Responded to incoming guests, telephone calls, and email inquiries with efficiency and professionalism.
- Greeted guests upon arrival and offered assistance.
- Assisted guests with check-ins, account inquiries and any additional services needed.
- Recommended hotel services or amenities that guest may find useful.

EDUCATION

FAR EASTERN UNIVERSITY MANILA - Nicanor Reyes St., Sampaloc, Manila
Bachelor of Science in Tourism Management

2014-2018

ST. MARY'S COLLEGE QUEZON CITY- 37 Mother Ignacia Avenue, Quezon City
High School Diploma

2010-2014

CERTIFICATIONS

- Amadeus Validation Examination Passer - April 2016
- TESDA National Certificate II - Tour Guiding
- TESDA National Certificate III- Events Management

CHARACTER REFERENCES

Khun Suwanna Kaewkalong

Sentido Graceland Khaolak Resort & Spa

Front Office Manager

fdm.khaolak@sentidohotels.com

Ms. Angelyne Yu-Cheng

Brentwood Suites

Duty Manager

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Ms. Janine Benito

Brentwood Suites

Front Office Supervisor

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