

# CHRISTINE EVA SJ. NAZARETH

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## SUMMARY

Proven expertise in customer service and in resolving conflicts, provide exceptional service and quality obtained from years of hands-on experience in the travel industry. A reliable and personable job seeking employee offering excellent communication, good judgment and used to fast-paced, deadline-driven environments.

## SKILLS

- Good knowledge in Tourism Industry
- Skills in using Sabre CRS (reservation and ticketing)
- Good oral and communication skills in both English and Filipino
- Proficiency in use of MS Word, MS Powerpoint, MS Excel, MS Outlook, Google Applications
- Team player, career and goal driven, good at product knowledge and written communication.

## WORK EXPERIENCE

### SeidoPro Global

March 16, 2021 - Present

20th Flr., FOUR/NEO 4th Ave., cor. 30th St. Taguig, 1634 Metro Manila

#### Business Support / LiveChat agent

- Participated in continuous improvement by generating suggestions, engaging in problem-solving activities.
- Maintained courteous and effective working relationships with team members.
- Offered professional and efficient service to customers and handled challenging situations with ease.

### Universal Holidays, Inc.

November 14, 2016 – March 16, 2021

Ground Floor, Dusit Thani Hotel Manila, Ayala Center, Makati City

#### Travel Coordinator

- Coordinated flights, car/driver arrangements, and bus transportation based on cost and time of travel to enhance client experience and satisfaction.
- Provided clients with great deals and thoroughly researched travel options and destinations, successfully negotiating rates in both supplier and customer while improving customer satisfaction ratings.
- Maintained operational proficiency in coordinating both international travel accommodations for customers, arranging for airfare as well as hotels with car reservations or public transportation.
- Added special arrangements and reward program information into the system.
- Provided clients with travel itinerary at destination/s and transfer points.
- Reviewed, input and paid invoices for travel-related services.
- Verified and finalized arrangements to deliver smooth and efficient travel for all clients.
- Identified safety hazards and issues before and during travel.

- Used Sabre and hotel booking systems to identify most cost-effective travel accommodations for clients.
- Arranged hotel accommodations, tours and transfers and all related documentation.
- Arranged travel accommodations for groups, couples and even solo travelers.
- Displayed travel brochures and other promotional materials on travel expos every year focusing on international destinations such as Japan, South Korea and other Southeast Asian countries.
- Discussed security issues and protocols with individuals traveling to highly insecure areas especially when the pandemic started.
- Collaborated with colleagues to implement best practices across departments.
- Developed loyal clientele based on excellent listening and research skills with understanding of travel budgets.

**Sama Travel and Tourism**

**June 27, 2014 – July 23, 2016**

Al Khoud, Muscat, Oman

**Ticketing, Hotel Reservation Agent and Agent for Tour Packages**

- Developed loyal clientele based on excellent listening and research skills and keen understanding of travel budgets.
- Resolved financial inconsistencies through collection of outstanding fees, management of refunds and delivery of travel documentation.
- Supervised payments via credit and debit cards and handled sensitive information with professionalism and discreteness.

**SEMINARS AND TRAINING ATTENDED**

• **OCCUPATIONAL FIRST AID AND BASIC LIFE SUPPORT TRAINING**

July 31 – August 1, 2019

Dusit Thani Hotel Manila

• **SABRE BASIC TICKETING TRAINING**

August 13 – 15, 2019

Sabre Training Department, Makati City

• **GUTHRIE JENSEN: SALES EXCELLENCE TRAINING**

August 24, 31 and September 7, 2019

Adventure International Travel, Inc., Makati City

## EDUCATIONAL BACKGROUND

Tertiary	<b>Centro Escolar University</b> Esteban Street cor. Dela Rosa, Makati City Bachelor of Science in Tourism Management	2009-2013
Secondary	<b>La Immaculada Concepcion School</b> Caruncho Ave., Pasig City	2005-2009
Primary	<b>La Immaculada Concepcion School</b> Caruncho Ave., Pasig City	2001-2005
	<b>Nino Jesus House of Studies</b> Mercedes Ave., Pasig City	1999-2001

## PERSONAL INFORMATION

Civil Status: Single  
Age: 28  
Date of Birth: April 8, 1993  
Place of Birth: Pasig City  
Citizenship: Filipino  
Height: 5'8"  
Religion: Roman Catholic

## CHARACTER REFERENCES

### **Ms. Sheena Edusma**

Senior Travel Consultant – Agency Sales Universal Holidays, Inc.

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### **Ms. Khen Zarah Ursabia - Justalero**

Team Leader – Counter Sales Universal Holidays, Inc.

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I hereby certify that the above information is true and correct to the best of my knowledge.

**Christine Eva San Jose Nazareth**