



ETHEL NIKKI

ZUNO

FRONT DESK AGENT

Floor 3, Flat B EDF. Vai leng K
ok No. 7 Travessa dos Juncos,
Macau, 999078

+85366383869

ethelnikkiz@gmail.com

SKILLS

Communication

Customer Service

Work Under Pressure

Computer

LANGUAGES

English

Thai

Mandarin

PERSONAL DETAILS

Date of birth
December 06, 1994

Nationality
Filipino

Marital status
Married

REFERENCES

DR. APRIL JOY
DOPENO

Far Eastern University
P: +639165968737

KHUN.
MATCHAYAPORN
PENPAI

Sentido Graceland Khao Lak
Resort & Spa
P: +660950673771

MS. SUWANNA
KAEWKALONG

Le Meridian Khao Lak
P: +660832966323

ABOUT ME

I have been passionate in working with people and I feel accomplished everytime i solve problem and help my colleagues. I am always willing to learn and wanted to reach responsible position in the future and work in any circumstances for the betterment of the company I am working at.

WORK EXPERIENCE

FRONT DESK AGENT | DEC 2019 - PRESENT

GALAXY MACAU, MACAU

Welcome customers and guests in a warm and friendly manner. Collects payments by accepting cash, check, or charge payments from customers. Responds to customer inquiries and requests in a timely, friendly, and efficient manner.

ASSISTANT GUEST RELATION MANAGER | SEP 2018 - OCT 2019

SENTIDO GRACELAND KHAO LAK RESORT & SPA, PHUKET THAILAND

Ensuring guests have a pleasant experience. Handling complaints. Responsible for maintaining open lines of communication between staff and guests. Reviewing guest feedback, whether at the hotel or online, and implementing methods for improvement.

GUEST SERVICE AGENT / CONCIERGE | JUN 2017 - SEP 2018

SENTIDO GRACELAND KHAO LAK RESORT & SPA, PHUKET THAILAND

Process check-in and check-out. Handle payment. Responsible for inquiries with the tourist attractions.

EDUCATION

BACHELOR OF SCIENCE IN HOSPITALITY MANAGEMENT | 2016

FAR EASTERN UNIVERSITY, MANILA PHILIPPINES

EXTRA-CURRICULAR ACTIVITIES

TRIPADVISOR AWARDEE | MAY 2019

SENTIDO GRACELAND KHAOLAK RESORT & SPA, PHUKET THAILAND
Being able to get the highest mention in our Trip advisor review page

MOST LOVED EMPLOYEE | DEC 2018

SENTIDO GRACELAND KHAOLAK RESORT & SPA, PHUKET THAILAND
Employee with highest mention on our guest comment card. Verified by our General Manager.

OUTSTANDING INTERN SY 2015 | NOV 2015

FAR EASTERN UNIVERSITY
Final report submitted graded with highest rating and voted by the employee of the Hotel with the best performance during the training period.