



ANDREA CZARINA MAGTIRA-ESPINO

Tenant Relations Manager

 (+63) 9175890803

 acm.espino@gmail.com

PROFESSIONAL SUMMARY

A reliable Tenant Relations Manager with 8 years of extensive customer service experience in hospitality and property management settings. Excellent communication and conflict management skills creates positive outcomes for customers and colleagues.

OTHER SKILLS

- Energetic, positive team player with an excellent work ethic, flexible and dependable
- Reputation for displaying professionalism and concern for customer satisfaction
- Passion for working with people, proven commitment to providing superior service
- Detail oriented
- Excellent problem solver
- Resourceful
- Pro-active and drive to get things done

REFERENCE

Mr. Noel Neric, President
Investment & Capital
Corporation of the Philippines
(+63) 917 865 8663

2018 - PRESENT

Property
Management
Office at The
Enterprise Center
(Shang
Properties Inc.)

TENANT RELATIONS MANAGER

- Maintain positive tenant relationships by providing professional and effective responses to tenant issues and proactive consideration of tenant issues, ensuring that tenant expectations and landlord criteria are consistently met.
- Act as a direct tenant liaison to ensure that all tenant construction and landlord work is well-coordinated, structured, and proactively managed, and that all lease obligations are met.
- Meet with property management team, tenants, vendors, contractors & senior management as needed to review & provide support to resolve operational challenges & implement new initiatives.
- Coordinate & distribute all relevant tenant communications.
- Assist in the preparation & implementation of initiatives to increase & uphold the quality & effectiveness of tenant relations.
- Coordination of tenant events, tenant appreciation events & tenant meetings.
- Support the Operations Manager with ongoing initiatives

2013 - 2018

VIP Services
Department at
Resorts World
Manila
(Travellers
International
Hotel Group, Inc.)

VIP RESERVATIONS ASSISTANT MANAGER

- Manage and constantly review service standards within the department so as to ensure that the full potential of the department is met
- Effectively schedule and man the operations to meet the requirements of service expected
- Adhering to equality and diversify policies in all aspects of service delivery

RELEVANT EXPERIENCE

- Internal Auditor – ISO 45001:2018
- Member – Top Gun 1st Squadron 2016 (RWM Management Process Development for the IT Department, Special Project)
- Team Leader – Project Big Fish 2015-2016 (RWM Management Process Development for VIP Services, Special Project)
- Microsoft Office; Word, Excel, Power Point and Outlook
- OPERA System Hotel Management, Casino Marketing Treasury System, Dynamic

EDUCATION

2007 - 2011

OUR LADY OF FATIMA UNIVERSITY

Bachelor in Science, Hotel and Restaurant Management