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Allets Jan Magkasi

OBJECTIVE

To contribute to the profitability of a dynamic company seeking personal and career improvement and demonstrating ethical and professional Tourism and Travel Management best practices.

EXPERIENCE

Enshored Philippines, Pasig City – *Business Travel Consultant*

August 2021 – Present

- Support VIP B2B customers with their queries regarding their flights, hotels, trains, and car reservations using Zendesk CRM.
- Process ticket reissuance, changes, and refunds using GDS and different provider booking platforms.
- Ensure customer satisfaction and provide 7-star support

IASA, Inc., Air France/KLM, Makati City – *Reservations and ticketing agent*

November 2017 – November 2020

- Assisting passengers through inbound calls regarding purchasing tickets, changing flight information, online check-in and refund and/or cancelation using Altea DC and Amadeus GDS.
- Assisting passengers through web chat using Salesforce
- Coaching and helping trainers train new hires

LVM Holdings, Pte. Ltd., Makati City – *Villa Specialist*

April 2015 – July 2017

- Acquired knowledge in Villa Operations, Telemarketing and sales as well as effective email handling.
- Assisting Elite guests with villa reservations inquiry through chat using Zendesk.

PAL Express, Pasay City – *Customer Service Agent*

June 2014 – March 2015

- Developed knowledge in customer service, passenger handling and airline operations and management skills.
- Assist passengers with the check-in process using the Sabre GDS.

Skills and Competencies

- Outstanding people and communication skills
- Computer Literate
- Knowledge in CRM Systems namely, Zendesk, Salesforce, and Zoho
- Knowledge in Tour, Cruise and Airline Companies' operations
- Knowledge in various GDS Systems namely, Galileo, Sabre and Amadeus
- Knowledge in different booking platforms such as Hotelbeds, Expedia, Booking.com, Airbnb, Mystifly, Pyton, Gordian, and TraveIfusio
- Basic Mandarin, German and French Language Proficiency (Written and Spoken)

EDUCATION

University of Santo Tomas, Manila – *Bachelor of Science in Travel Management*

June 2010 – March 2014

Faith Christian School – Science and Arts School, Rizal – *Secondary Education*

June 2006 – March 2010

CHARACTER REFERENCES

Enshored Philippines, Pasig City – *Ms. Aubrey Rose Manajero*

- Team Lead
- 0917 626 8816

IASA, Inc., Air France/KLM, Makati City – *Mr. Angelo Roldan*

- Team Leader
- 0916 420 6796

LVM Holdings, Pte. Ltd., Makati City – *Mr. Gerald Generao*

- Team Leader
- 0929 700 0226

