Eya Jane A. Ferras

159 – A Bliss Salvador Ext
Labangon, Cebu City
* Mobile No. +63 956 993 1413
Email Add: eyajane25@gmail.com

PERSONAL DETAILS

Date of birth: August 2, 1991
Status: Single
Nationality: Filipino
Gender: Female

EDUCATIONAL BACKGROUND

June 2008 – March 2012
Salazar Colleges of Science Institute of Technology
Course: Hotel and Restaurant Management
June 2004 – March 2008
Salazar Colleges of Science Institute of Technology
Secondary Education
June 1998 – March 2004
Salazar Colleges of Science Institute of Technology
Primary Education

OBJECTIVE

To have a career that would help broaden my potential and become asset in achieving the company's goals.

✔ EXPERIENCE

VALLEY FRONT HOTEL

(Front Office Associate/Cashier)
Happy Valley Rd. Cor, V Rama, Cebu City
(June 2012 – November 2012)

- Attend to customer walk- ins and hotel reservations
- Attend & cater hotel bookings online
- Converting reservation inquiries to confirmed bookings
- Answer client's inquiries & requests
- Cash handling & electronics payments
- Deal with guest inquiries regarding general hotel experience & concerns

ABBA TRAVEL & PILGIMAGES SERVICES INC.

(Reservations and Ticketing Officer)
Unit 103 Lucky Plaza Bldg., Ouano Ave., North Reclamation Area., Mandaue, Cebu City
(July 10, 2013 – Jun 2016)

- Basic Amadeus International Airline Ticket Reservation
- Calculate ticket fares including upgrades, rebooking and re – issuance
- Hotel booking and reservations
- Attending to customer request and quiries
- Assistance & Observance to customer's requests
- Sell tour packages for F.I.T and G.I.T
- Communication with tour operators and suppliers worldwide

ROYAL CATERING LLC

(Waitress 1/ Cashier/ Barista)
73085. Mussafah Abu Dhabi, United Arab Emirates.
(October 15, 2016 – Apr 20, 2017)

- Take food Orders
- Bringing food and drinks to the tables
- Take Payments
- Checking with customers to ensure that they are enjoying their meals
- Making and Serving Coffee drinks

WOW TRAVEL & MORE INC.

(Travel Consultant)
LGF Beside Sm department store roadside entrance
(February 2018 - July 2019)

- Basic Amadeus International Airline Ticket Reservation
- Basic Saber Airline ticketing
- Calculate ticket fares including upgrades, rebooking and re – issuance
- Hotel booking and reservations
- Book & Reserve
- Attending to customer request and quiries
- Assistance & Observance to customer's requests
- Sell tour packages for F.I.T and G.I.T
- Communication with tour operators and suppliers worldwide

WELLA'S DRESSING PLANT

(Accounting Officer)
San Vicente Ferrer White Road Inayawan, Cebu City
July 4,2019 – October 20, 2019
• Payroll Master
• Maintaining all accounting records
• Preparing financial records

Teleperformance (AT&T Customer Loyalty & Retention)
(Customer Service Representative)
Cebu I.T Park Cebu
November 12, 2019 – May 8, 2020
• Resolve customer complaints via phone
• Use telephones to reach out to customers and verify account information • Greet customers warmly and ascertain problem or reason for calling • Cancel or upgrades
• Assist with placement of orders, refund or exchange
• Resolve billing problems and provide best value

Curogram (Rejections and Denials/ Medical Billers)
(Senior Billing Team Leader)
MIT bldg. Lahug Cebu City
August 10, 2020 – April 19, 2022
• Checking eligibility and benefits verification for treatments, hospitalization and procedures.
• Reviewing patient bills for accuracy and completeness and obtaining any missing information
• Preparing, reviewing and transmitting claims using billing software (Electronics and paper claims)
• Identifying and billing secondary or tertiary insurances.
• Answering patient or insurance telephone inquiries
• Researching and appealing denied claims
• Calling insurance companies regarding any discrepancy in payments

★ ADDITIONAL INFORMATION

• Fluent in English and Filipino Languages, Both Oral & Written Communications • Proficient in Microsoft office application
• Good interpersonal and communication skills
• Amadeus Basic Reservation and airline ticketing
• Hotel booking and reservations
• Cashier handling Peso or Dollar
• Customer Services
• Payroll Master
• Accounting records
• Billing expert

★ TRAININGS/SEMINARS ATTENDED

• Food and Beverage Basic Mixing Seminar Workshop (September 2012) • Customer Service Seminar by Cebu Travel & Tours Association (August 24,2013) • Amadeus Basic Course Seminar (July 30 – Aug 02, 2013)
• Service Communication for Business Success by Leslie Choudhury (May 11,12 & 18, 2014)
• M.I.C. E 101: Planning Managing & Marketing (August 23-24, 2014) • Router Philippines: Crafting Your Marketing Blueprint Seminar (June 6,2015) • Essential Food Safety Training (February 23, 2017)

❖ REFERENCES

Mr. Carlos Paredes
Senior Billing Team Leader (Payment Posting)
Curogram
Cel No: 0936 064 6654

Mr. Leonardo Debarra
Manager
Curogram
Cel No: 0945 417 5797

Mr. Jasper Danielle Sta. Maria
Manager
Wellas Dressing Plant
Cel No: 0977 608 6179

_ I, Eya Jane A. Ferras hereby say, that all the above information's are true with the best of my knowledge.

Ms. Eya Jane A. Ferras