

DIANA ANNE C. DUMAGUIN

about

- **Customer Service Agent** with more than 6 years of experience towards courteous customer service and utmost customer satisfaction
- **Possesses** strong ability to execute exemplary written and oral communication skills
- **Proven efficiency** in handling stressful situations and complicated company practices
- **Achieved:** International Airline Awards

contact

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EDUCATION

B.S TRAVEL MANAGEMENT
Our Lady of Fatima University
Valenzuela City, Philippines
2015

SKILLS

Customer Service
Adaptable
Leadership
Problem Solving

CERTIFICATIONS

Customer & Baggage Service -
Training
American Airlines
2021

International Customer Service -
Training
British Airways
2019

International Customer Service -
Training
Southwest Airlines University
2018

professional experience

2021 - 2022

CUSTOMER SERVICE ADMINISTRATOR – Anna Hislop Home, Ltd. (*Furniture & Interior Design Company in Grand Cayman, Cayman Islands*)

- Assisted customers inquiring about home interior designs
- Answered customer queries about the company's products
- Monitored and oversaw company's sales and product inventory (via Shopify)
- Developed the company's website (uploading new products, providing product description, product pricing via Shopify and product photo editing via Canva)

2018 - 2021

CUSTOMER AND BAGGAGE SERVICE AGENT - American Airlines, British Airways, and Southwest Airlines (*Owen Roberts International Airport, Grand Cayman, Cayman Islands*)

- Assisted customers in checking in, boarding, and ticketing procedures
- Helped customers with any baggage related issues upon arrival
- Hosted airlines special events and activities at the boarding gate
- Announced daily general flight information (i.e., estimated time of arrival & departure, delays, and cancellations)

2015 - 2018

CUSTOMER SERVICE AGENT (Lead) – China Eastern Airlines, Eva Airways, Thai Airways International, Jetstar Asia, and Cebu Pacific Air
(Ninoy Aquino International Airport, Manila & Diosdado Macapagal International Airport, Pampanga, Philippines)

- Assisted customers in checking in, boarding, and ticketing procedures
- Supervised and monitored staff for smooth and safe flight operations matching the standards set by the airlines and ground handling company
- Manned and controlled the entire check in and boarding process as a flight controller

Character Reference

Hon. Yves Ivan Atienza, LPT

Instructor, DHVSU – Bacolor, Pampanga



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