

LOYOLA, MERJOYCE MARTIREZ

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MERJLOYOLA@YAHOO.COM.PH
BACHELOR OF SCIENCE IN TOURISM MANAGEMENT



Career Objective

To obtain a position where my warm and accommodating personality will be fully utilized to provide excellent service and satisfaction to the customers. I would like to work for a company that will enhance the skills I already have, as well as provide opportunities for personal and professional growth, as well as advancement opportunities.

Core Competencies

- Customer Service Relations
- Experience of working in flexible work environment
- Extensive communication and interpersonal skills.
- Front office management
- Can speak, read, and write in Filipino and English
- Working under pressure
- Time management
- Responsible, patient, hardworking and sincere towards profession

Professional Experience

Japan Airlines (MACROASIA AIRPORT SERVICES CORPORATION)

Passenger Service Agent (February 13, 2017- March 29,2020)

Officer In Charge (2019-2020)

- Officer in charge during flight handling, supervising gate handling
- Welcoming and accommodating customers flying with Japan Airlines
- Checking the requirements and helping customers with baggage
- Effectively assists customers with their experience traveling through the airport
- Escort customers needing special assistance
- Adhere and apply strict security and safety regulations
- Duty as front office in Japan Airlines airport office
- Answers telephone calls and respond to inquiries or transfer calls
- Assisting customers with booking reservations and requests

International Airline Services Asia Inc. (KLM and Air France)

Customer Support Service Agent (September 27, 2021 - December 10, 2021)

- Answers inbound calls
- Booking and Rebooking flights using GDS (Amadeus)
- Helping passengers with cancellations as well as filing of refund

IHG (InterContinental Hotels Group)

Reservation Sales Specialist (January 17, 2022 - May 10, 2022)

- Answers inbound calls
- Assisting customers with booking hotel reservations
- Rebooking reservations and helping with cancellations

Educational Background

FAR EASTERN UNIVERSITY (2011-2015)

Bachelor of Science in Tourism Management

Secondary Education

HOLY REDEEMER SCHOOL OF KALOOKAN (2007-2011)

Caloocan City

Primary Education

HOLY REDEEMER SCHOOL OF KALOOKAN (2001-2007)

Caloocan City

Seminars Attended

Tourism and Community Development – 2014

Airport Security Awareness Seminar – February 2015 (Batch 1084-15)

Airport Security Awareness Seminar – January 2017

Basic handling for Japan Airlines – March 2017

JALPAS/I training – March 2017

Internship Program

Miascor Groundhandling Corporation – 2015

NAIA Ave., Paranaque City

Jetstar Asia – 2015

NAIA Ave. Terminal 1, Paranaque City

Personal Background

Age: 27 years old

Height: 5' 3

Birthdate: January 17, 1995

Weight: 55kgs

Citizenship: Filipino

I hereby certify that the above information is true and correct to the best of my knowledge and belief.

Merjoyce M. Loyola
Applicant