

NINA MICHELLE SAN JUAN

CONTACT INFORMATION

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EDUCATION

PATTS College of Aeronautics
June 1998 – March 2002
Bachelor of Science in Tourism

CONVENTIONS & SEMINARS

Tourism Automation: A Link to the New Millennium | PICC 12 February 1999
Two Faces of Philippine Tourism: "Nights and Lights" | Heritage Hotel 21 September 1999
Tourism Documentation: A Key to the World of Travel | PICC 21 February 2001
Turismo: Ating Silipin sa Likod ng Tabing | Traders Hotel Sept. 19, 2001
Survivor Tourism: Rising Above the Challenges | PICC February 19, 2002

AWARDS & RECOGNITION

Solaire Sunshine Awardee for Initiative
Fairmont Singapore Top Upseller Runner Up for 2 consecutive months (May - June 2012)
Consistently receive positive Guest Commendations
Received 3rd Highest Service Plus Ballots for Front Office
Consistently receive positive Guest Comment Cards

TRAINING & WORKSHOPS

Professional Branding & Values Training, Enhanced Customer Service Workshop, and Basic Leadership Training | Solaire Resort and Casino 4 July 2019
Essential Supervisory Skills | Solaire Resort and Casino 24 November 2016
Train the Trainer Program | Fairmont Singapore 26-27 June 2012
Secrets to Success Workshop | Discovery Suites 30 July 2010

WORK EXPERIENCE

Teleperformance – Technical Support Advisor **1 June 2021 - Present**

Ensure that all interactions were noted into online database and provide detailed documented information to the knowledge base. Provide outstanding technical support. Assist customer with installation, operational, maintenance of products, and applications. Develop and maintain positive customer relations and ensure requests are handled appropriately by coordinating with various functions within the company. Schedule service calls and follow up with customers.

Tapestry Inc. / Kate Spade - Associate III (Interim) **1 November 2020 - Present**

Provide outstanding customer service. Cashier and serve customers, helping them to select products. Drive sales through engagement of customers, suggestive selling, and sharing product knowledge.

Solaire Resort & Casino - VIP Support Supervisor **07 January 2013 - 14 March 2020 | Pre-Opening Team**

Provided excellent service in line with the property's core service standards and brand attributes. Proactively sought to provide refined luxury service ensuring guest satisfaction. Managed flow of reports required by Management. Ensured that standard quality service in efficient and professional manner was being rendered by team. Handled room bookings for VVVIPs and groups. In charge of company owned Private Jet bookings and ensured limousine pick-ups and send-offs were arranged. Delegated tasks to team members. Coordinated with both internal and external guest. Ensured the accuracy and monitor all transactions received each shift. Handled complaints raised by guests to VIP Services. Prepared and conducted training and counseling, and gave recommendations to execute management policies, and discipline team members. Assisted with all types of reservations and guest requests such as hotel, limo, flight ticket, helicopter, golf, restaurant, tours and shows.

Fairmont Singapore - Guest Relations Officer, Executive Club **20 December 2010 - 08 September 2012**

Met and greeted VVVIP guests, performing end of day accounting procedures and following check-in /out procedures. Offered Fairmont President's Club memberships. Conducted trainings and orientation/familiarization to trainees and newly hired colleagues. Rate variance, managed room blocking and upsold or upgraded when necessary. Set standards and continuously generated ways to improve services and procedures. Monitored special events such as birthdays and anniversaries, and prepared things for guests to make them feel valued. Training newly hired employees and conduct certification to learn what their strength and weaknesses were that needed improvement. Attended departmental meetings to discuss new information or procedures to relay to the team and continuously rated staff to maintain hotel standards.

Discovery Suites - Operations Supervisor, Front Office **March 2007 - December 2010**

Performed end of day accounting procedures and following check-in /out procedures. Managed staff and assisted Front Office Manager. Attended to guest complaints or concerns. Conducted site inspection, showroom, and upsold. Executed team coordination, especially for upcoming events and group arrivals. Managed room blockings based on occupancy and guest preferences. In-charge of incentive reports for staff. Managed rate variance and system shutdown. Knowledge of basic emergency and safety procedures. Handled correspondence, room, and transportation bookings. Monitored departmental supplies.

Bayanihan Advisory, Inc. - Office Administrator **January 2006 - March 2007**

Coordinated with developers. Updated website and handled correspondence. Acquired enhanced product knowledge of all properties and pre-need plans. Gathered all necessary documents for processing and/or approval. Processed client loans and documents. Purchased office and marketing materials. Released commission to agents locally and internally.

Earth + Style Corporation - Sales Management Associate (International Sales) **July 2005 - December 2005**

Coordinated with brokers and agents. Prepared marketing materials to be sent abroad. Enhanced product knowledge on available properties. Handled correspondence. Gathered all necessary documents for processing and/or approval. Processed client documents such as bank financing and remittances. Prepared property consultants' monthly allowance and/or commissions.