



OBJECTIVE

Committed to deliver an exceptional service and support to the organization through Account Management, Supply Chain support (in hospitality industry) and customer servicing including sales support that will utilize my excellent knowledge and skills to provide a top-class duty in these areas thus helping the growth of my organization.

CONTACT

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HOBBIES

- Writing & Publishing Articles
- Reading Books & Articles
- Online surfing
- Sports & Outdoor Activities
- Social Media
- Online Studying

SKILLS

Technical Skills:

- Siebel system, Citrix Oscar, Service Track, Epic and other computer Software Programs

MARY GRACE M. BERNANDINO

WORK EXPERIENCE

Global Housing Manager

National Corporate Housing

10 Jul 2022y – Present

Seibu Tower, 24th St. corner 6th Avenue Bonifacio Global City, Taguig City 1634 Philippines

- Managing top key accounts of the organization by cultivating and maintaining strong relationships with new and existing client.
- Sourcing solutions for supply chain and performing due diligence for new network suppliers.
- Client Relationship Management: develop and nurture strong, long-lasting relationships with clients by scheduling meetings, on-line catch-ups to gain understanding of client business goals, challenges, and needs.
- Conduct team meetings on quarterly basis to review the scorecard, review the guests satisfaction reports and discuss challenges with solutions.

Sales Consultant

Australian Outsource Desk Inc.

12 March – 14 September 2021

3rd Floor Victoria Plaza Building 2009 Angeles City Pampanga, Philippines

- Direct Sales Consultant for Australian-based Solar Companies.
- Lead Management (cold calling, create leads from calls, follow-up on pending leads, check status of all sent leads, use strategic closing techniques.
- Prepared and presented sales proposals up to drafting contracts and closing sales.
- Worked as Appointment Setter for Sales Directors upon generating leads from cold callings.

- Business writings including technical compositions, business letters & proposals
- MSOffice e.g. Microsoft word, Microsoft Excel, Microsoft PowerPoint and Windows Movie Maker & Canva Design

Soft & Professional Skills:

- Superb communication skills in professional level
- Planning, Implementing and Organizing corporate trainings and events
- Negotiating and associating with clients, vendors and co-workers
- Excellent Problem solver and turning complaints into opportunity
- Highly experienced and knowledgeable in Customer Service and Public Relations using analytical and problem-solving skills dealing with issues related to services and products delivered by the organization.
- High degree of accuracy, resourceful, detail-oriented, creative thinking, client-focused, result-oriented team player and strong organizational skills.

EDUCATION:

Holy Angel University
Angeles City, Pampanga
Philippines

Bachelor Degree: Bachelor of Arts in Communication Arts
Period: 2004 to 2008

GE Institute Singapore:
Learning for Professionals
Program: Hotel & Restaurant Management
Period: April to July 2020

Global Account Consultant

Oakwood Global Housing Solutions

1 November 2019 – 31 March 2020

One HarbourFrontt Place, #03-10/11, HarbourFront Tower One, Singapore 098633

- Evaluated and collaborated with clients for their international housing needs
- Lead Management (create leads from calls, follow-up on pending leads, check status of all sent leads, use strategic closing techniques in order to convert the lead into a booking, book future needs into priority bookings)
- Responded to a large volume of client needs and book account reservations. This included after-hours supports.
- Researched and booked housing solutions via our international Oakwood properties, epic, Network Alliance partners, and Hotels
- Maintained consultative relationship between clients and service providers from supply chain to ensure meeting their needs

Guest Services Executive

Oakwood Global Housing Solutions

(Promoted from being Admin Coordinator) 2015 – 1 November 2019

One HarbourFrontt Place, #03-10/11, HarbourFront Tower One, Singapore 098633

- Delivered best-in-class guest service to ensure customer loyalty and trust among top customers and clients
- Problem solver for Oakwood's top customer in conjunction with Service Level Agreements (SLA)
- Main contact for service issues and attend to manage "at risk" guests throughout their stay.
- End to end management and responsibility for the guest experience, including reservation confirmation, tenancy management, accounts receivable and payable support, welcome and arrival, on-going service support through to departure
- Day to day management and liaison with properties across the Asia Pacific region, ensuring that through partnership guest satisfaction is achieved and maintained a can-do attitude and pro-actively supply solutions to guest needs

Administrative Coordinator for Sales, Customer Fulfillment and Supply Chain

Oakwood Global Housing Solutions

29 October 2013 – 2015

One HarbourFrontt Place, #03-10/11, HarbourFront Tower One, Singapore 098633

- Worked with Director of Supplier Management and Director of Sales & Customer Fulfillment
- Fully supported internal sales team by creating proposals, researched properties, pricing and lease terms up to coordinating the development of proposal presentations

ACHIEVEMENTS & AWARDS

Company Internal Awards : Oakwood Global Housing Solutions Pte Ltd

- Awarded as Oakwood APAC's Biggest Risk Taker (2015 to 2016)
- Maintained Oakwood – Client Long term business relationship with Shell Oil and Gas Cord
- Created customer experience satisfactorily shown through ACE Survey (Internal company survey)
- Sustained cost effective budgeting for client in their temporary housing by adding Value-added services and negotiated better rates from suppliers
- Received multiple commendations and acknowledgments by top corporate clients (2017 to 2018)

New Team communication Program Manager – October 2012

Business Breakthrough Technology Pte Ltd Singapore-
Course Supervisor

- Successfully managed, executed and supervised the 2-day event

Best Employee of the month – August 2010

Rapidstart Pte Ltd & Global Science and Technology Forum

Administrative Executive and GSTF Conference Secretariat

- Awarded as the Best Employee of the month in the company in August 2010.

- Coordinated sales reports and analyzed sales performance
- Developed RFP (Request for Proposal) for Corporate Clients
- Generated new network supplier by performing due diligence and evaluate their performance based on client's requirements
- Worked as the main Supply Chain Executive for the operation team and other departments as and when needed.
- Attended industry-specific events (i.e., trade shows)

Administrative Executive / Course Supervisor / Secretary to the Director

Business Breakthrough Technology Pte Ltd, Singapore Business Consultation Provider

14 March 2011 to 11 April 2013

100 Cecil Street, THE GLOBE #13-01/02 Singapore 069532

- First point of contact for internal and external partners and clients while maintaining relationship with suppliers
- Acted as personal assistant to the Director by managing her corporate events and schedules
- Managed international travel itineraries and bookings, meetings & logistics, and preparing budget reports
- Screened, directed, wrote, edited, and reviewed correspondence and proposals
- Orchestrated local and international travel arrangements through liaising with travel agencies
- Planned, executed and supervised flawless meetings and trainings, including all logistical, catering, venue arrangements and technical assistance and support

Administrative Executive / PA & Secretary to the CEO RAPIDSTART PTE Ltd, Singapore

1 December 2009 to March 2011

Business Solutions Provider

#14-04, International Plaza, 10 Anson Road Singapore 079903

- Provided secretarial and administrative assistance to the top management for Finance accounts and Process POs, Invoices and Payment Vouchers in Excel Spreadsheet
- Worked as HR assistant in liaising with several recruitment agencies for staffing and other HR matters.
- Planned the CEO's itinerary, business appointments, travels and other internal liaison
- Assisted general office administration and attended to other ad-hoc duties including corresponding to external calls
- Responsible for site and office equipment and supplies and other ad hoc duties as assigned

Conference Secretariat / Executive

Global Science and Technology Forum PTE Ltd, Singapore

Organize International Academic Conferences

1 December 2009 to March 2011

Business Solutions Provider

CERTIFICATIONS BY GEA INSTITUTE SINGAPORE

- Executive Training:
Accounting with Global
Perspective: June 2020
- Executive Training:
International Human Capital
Management: July 2020

CERTIFICATIONS BY LINKEDIN

- Leading a Customer-
Centric Culture: August
2019
- Sales Discovery:
September 2019
- Marketing Foundations –
Customer Decision
Journey: September 2019
- Influencing Others:
September 2019
- Delivery Tips for
Speaking in Public:
September 2019
- Consulting Foundations:
April 2020
- Business Intelligence for
Consultants: April 2020
- Inventory Management
Foundations: April 2020
- Supply Chain
Foundations: May 2020
- Developing a Competitive
Strategy: May 2020

**Reason for Leaving Previous
Employer:** Career Growth

Availability: Immediate
Expected Salary: Negotiable

#14-04, International Plaza, 10 Anson Road Singapore 079903

- Developed and maintained Client Data Base and records for conference use and announcements
- Created Online announcements, designed EDM (Electronic Delivery Mail) using E-marketer tools
- Sent blasts and announcements to all corporate individuals from CEOs to lowest Executives of IT Industries locally and globally, including Academic Professionals and student researchers.
- Liaised and negotiated with international hotels and airlines for delegates' accommodations, venues and travels
- Worked with food caterers, venue providers and other logistical materials for event preparations
- Checked and compiles Conference paper Submissions for accuracy before submitting to the Chief Editor

Account Executive & Advertising Coordinator

McGuire Publishing, Inc. Publishing Company

5 January 2009 to 30 May 2009

#35 Sta. Rosa St., San Francisco, Del Monte, Quezon City

Mr. Valentine Chung, General Manager

- Developed and qualified leads; Phone & email prospecting
- Negotiated with clients and agency staff for details of campaigns
- Worked with the account manager for the campaign and advertising requirements
- Managed clients' advertising ads and materials
- Liaised with the account manager and production staff
- Coordinated with PR agency, ad agency, vendors and other department staff to enhance the production and execution process

Customer Service Representative

Sutherland Global Services Business Processing Outsource

2 June 2008 to 20 December 2008

Berthaphil Compound Jose Abad Santos Ave. CSEZ, Clark Pampanga
- Under the Microsoft Zune Account

- Familiarized with the US general information and builds interpersonal relationship with US nationals
- Ensured delivery of excellent customer service through fast and accurate processing of orders, communication, and coordinating with other departments to resolve inquiries.
- First point of customer contact for general inquiries like pricing, products, scheduling etc.
- Built and maintained business relationship with clients by providing prompt and accurate service so as to promote customer loyalty.
- Recorded and documented foreign customer transactions and inquiries