

# Lovell D. Palomique

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## Professional Summary

Friendly Reservation Agent with proficiency in interacting effectively by telephone with guests of diverse ages, backgrounds, and interests. Projects service mentality with a warm, caring attitude while maintaining efficiency and optimizing revenue. Offered 4 years of experience in the Hospitality Industry and almost 15 years in the customer service industry Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. To seek and maintain a full-time position that offers professional challenges utilizing interpersonal skills, excellent time management, and problem-solving skills. Effective Assistant Property Manager offering excellent skills in customer service, telephone etiquette and issue response. Ready to leverage training and experience to take on new professional challenges.

## Skills

- Complaint Resolution
- Upselling Techniques
- Telephone Etiquette
- Call Control
- Record Preparation
- Customer Engagement
- Detail Oriented
- Data Entry
- Active Listening

## Work Experience

### Assistant Property Manager

**Emapta Westward360**

**Baguio City - May 2022 – Current**

- I firmly believe in providing the best customer service possible. My goal is to make every customer feel important and valued.
- Addressed disputes among tenants concerning noise disturbances, boundary violations, and parking matters. Kept accurate records of all resident and tenant correspondence.
- Responded to messages and inquiries from various parties and used well-developed active listening and open-ended questioning skills to promote quick issue resolution.
- Established strong, professional relationships with residents by promoting team collaboration and delivering exemplary service.

### Customer Service Representative

**Emapta Westward360**

**Baguio City - December 2019 - April 2023**

- Answered constant flow of customer calls with minimal wait times
- Provided primary customer support to internal and external customers
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.

**Seasonal Team Manager|SC Reservations IHG Baguio  
Baguio City - May 2019 - December 2019**

- Excellent communication skills, both verbal and written.
- Exercised leadership capabilities by successfully motivating and inspiring others.
- Demonstrated leadership skills in managing projects from concept to completion, a high level of initiative and creativity while tackling difficult tasks.

**Reservation Sales Specialist, IHG Hotels and Resorts  
2015 - 2019**

- A specialist in offering travel guidance and resolving travel-related issues.
- A dedicated advocate for the brand, leveraging each customer interaction to educate guests about our brands and products with pride.
- Driven by a strong passion for continual learning and self-improvement, aiming to excel in a role that constantly evolves.

**Executive Operations – Student Loans  
2012 – 2015**

- Received inbound calls for customers asking assistance about there loans.
- Providing options to customer about loan deferments and income base payments.
- Processing payments for customers over the phone.

**Coach Customer Service  
2007 – 2012**

- Schedule one on one coaching with each specialist
- Quality check on agents' behavior in there call through call monitoring.
- Creating action plans to address areas of opportunity.

**Assistance General Manager – AMB Filipina Restaurant  
2006 – 2007**

- Recruit, educate, and guide new team members, encompassing responsibilities such as maintaining cleanliness and ensuring adherence to company policies.
- Organize work shifts and allocate specific table sections to the waitstaff.
- Execute payroll tasks with precision and timeliness.

**Beauty Salon Assistant - Baves Beauty Salon 2005-2006**

- Shampooing client's hair
- Disinfecting equipment keeping the salon clean and tidy
- Stocking the retail areas

**Education**

University of Baguio and Saint Louis University

Financial Management

2002 – 2005