



# VERONICA YSABEL TUZON

To go in search of a career opportunity and to make use of my knowledge, training and skills while having a meaningful and valuable contribution to a successful company.

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Lagro Subd. Quezon City

## EDUCATION

### Diploma in Travel and Tourism

Canadian Tourism and Hospitality Institute  
2018 - 2021

### Bachelor of Leisure and Tourism Management

Miriam College  
2015 - 2018

## TRAININGS AND SEMINARS

- Dangerous Goods Cat 7
- Cargo Handling Course
- Airside safety Human Factors
- MIAA Security Awareness
- Philippine Airlines Security Awareness
- PAL Cargo Systems
- Travel Management & Operations Seminar
- Amadeus Basic Course Training - Basic Reservations.

## EXPERTISE

- Flexible
- Time Management
- Fast Learner
- People person

## WORK EXPERIENCE

April 2023- January 31, 2024

Philippine Airlines Cargo Terminal under  
Macro Asia Airport Services

### Cargo Service Agent/Admin Assistant

- Handling customer complaints
- Carries administrative duties such as filing, typing, binding.
- Completes operational requirements.
- Handled mail, emails.
- Provided information to clients and employees by answering general questions and queries.
- Produced and distributed correspondence memos, letters and forms to office personnels.

September 2021 - March 2022

Dnata Travel | Pampanga City

### Travel Consultant

- Collecting payments from the clients.
- Attending to guest calls and provide first call resolution ensuring compliance with set standards and procedures in order to optimise guest satisfaction.
- Maintain data protection and confidentiality for both staff and customers.
- Support other department functions as required.
- Provide first call resolution for all guest inquiries and OBE ( Online Booking Engine)

February 2021 - May 2021

Eva Airways

### Internship

- Encoding and Organizing files. Retrieving data and files.

## REFERENCES

### Patricio Napeñas

Senior Immigration Officer  
Phone: 0917 303 1004

### Therese Gutierrez

Trading Manager  
Phone: 0917 802 0220