

# Anna Luisa Sevilla

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Barsha Heights, Dubai, United Arab Emirates

## PROFESSIONAL SUMMARY

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Have been working for 5 years now with extensive experience both in customer service and administration. A highly motivated individual who you can rely on for every given task. Committed, competent, fast learner, keen on details, and can work with less supervision.

## WORK EXPERIENCE

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### Guest Service Agent

Apr 2022 – Present

Sheraton Jumeirah Beach Resort • United Arab Emirates

- Organize, confirm and process guest check-ins/ check-outs and adapt for any changes
- Secure payment, verifying and adjusting billing as needed
- Provide guests with room and hotel information, directions, amenities and local interests
- Run daily reports, reviewing to see what needs to be communicated to the next shift's staff
- Complete cashier and closing reports, counting the bank at the end of each shift securely
- Accept and record wake-up calls, delivering to the right department
- Communicate any emergency, lost item or theft to proper security staff and/or authorities
- Keep contingency lists in case of emergency and communicate any necessary messages
- Upsell rooms and services to increase hotel revenue

### Visitor Services Host (Site Management)

Sep 2021 – Mar 2022

Expo 2020 Dubai • United Arab Emirates

- Providing information and assistance to the guests
- Checking of ticket and PCR / vaccination card of the guests
- Crowd management to ensure Covid policies are strictly followed
- Reporting emergencies and issues to the Supervisors

### Front Desk Receptionist

Nov 2020 – May 2021

Jenerick Resort • Philippines

- Greeting, welcoming, and accommodating the guests
- Handling reservations
- Assisting the guests with the check-in and check-out
- Taking telephone calls, and answering questions and inquiries regarding the hotel and resort
- Handling payment from bookings and payment for the hotel store

**Customer Service Officer**

Aug 2018 – Apr 2020

Dubai Airports • United Arab Emirates

- Providing information and assistance to the passengers from departures to arrivals
- Managing the staff and the location including giving updates and reports about the status of the location
- Reporting emergencies and technical problems to the Airport Operation Control Center
- Resolving passenger complaints and problems to ensure customer satisfaction
- Making the report of the Terminal Duty Officer regarding the day-to-day operation at the airport

**Receptionist (Junior Administrator)**

Oct 2017 – May 2018

Kinpo Electronics, Inc • Philippines

- Operating telephone switchboard to answer, screen, or forward calls, providing information, taking messages, or scheduling appointments
- Greeting persons entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations
- Responsible for maintaining clean and safe reception area; keeping it tidy all the times
- Also assume some security access control functions. Involves verifying employee identification, issuing visitor pass, and observing and reporting unusual or suspicious persons or activities
- Collecting, sorting, distributing, or preparing mail, messages, or courier deliveries
- Scheduling appointments and meeting room reservations
- Performing clerical and administrative tasks, also filing and maintaining records
- Inventories of stocks
- Roving, looking for defects, and making trouble reports
- Making monthly checklist for meeting rooms, restrooms, and pantry
- Checking Daily Time Record of Security

**EDUCATION**

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**Bachelor of Science in Tourism**

Jun 2013 – Apr 2017

First Asia Institute of Technology and Humanities • Philippines

**SKILLS**

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- Opera PMS
- Customer Service
- Microsoft Office
- Communication Skills