

# Jaymie Rose Rosana

18 years in Sales and Marketing. I have a strong work ethics, I am resilient and flexible in handling diverse issues. I also ensure that the client or customer has the best experience possible.

## Contact

### Phone

+63961-0650124

### Email

jaymie.rosana28@gmail.com

### Address

Cluster A Bagong Nayon  
Antipolo City, Rizal PH

## Education

2000 - 2004

**Bachelor of Science, Major in Tourism**

Trinity University of Asia

1996 - 2000

**Highschool Graduate**

Living Hope Christian School

## Skills

Flexibility

Problem-Solving Skills

Creativity

Communication Skills

Organization Skills

Attention to Detail

## Language

English

Filipino

Spanish (basic)

## Work Experience

**July 2023 - January 2024**

IHG Hotels and Resort - Makati City, PH

### Sales Associate

Serves as a liaison to IHG Americas Key Account Directors. Provide designated administrative support. Develops and delivers the relevant and appropriate documentation, reports, presentation and other related materials for my stake holders and clients. Handles RFP's and process contracts for Definite. Manage agenda, prepare and schedule meetings. Create, track, update records making sure all information are organized and accessible. Guide individual IHG hotels in negotiation of rates for Accounts, in order to assist hotels in maximizing revenues while meeting Account needs.

**October 2018 to June 2023**

IHG Hotels and Resort - Makati City, PH

### Meetings and Event Associate (Fulfillment Executive)

Support the Americas Regional Sales Team by servicing leads through execution of enquiry handling process, conversion, preparation of proposal and quotation between hotels for all brands within IHG.

**November 2009 - October 2018**

IHG Hotels and Resort - Makati City, PH

### E-contacts Specialist (Best Price Guarantee)

Assist guest in booking online in making hotel room reservations directly using the IHG website. Handling clients claiming for IHG Promotion - Lowest Price Promise. Assisting on and off property users in navigating Merlin website and its application. Provides support to IHG Rewards members with their online inquiries. Proficient in using tools like Inet, Merlin application, RFP tool and ICare.

### Front Office Agent

**May 2008 - September 2009**

Hulhule Airport Island Hotel Male, Maldives

Make room reservations and allocate rooms for check in guest. Updates folio, guest profile and confirmation letters. Frequently interacts with guest, ensuring they are comfortable and enjoying their stay.

# Certificate

March 2023

Personnel Hors "Housekeeping" The  
IHG Way Of Clean Program For All  
Non-housekeeping Staff

---

November 2022

Global Sales Cross Training  
Program - Sales Associate

---

June 2022

7 Habits of Highly Effective People  
by Franklin Covey

---

April 2021

Harvard Management Certificate  
Business Certificate Courses in Leadership &  
Management  
Business Essentials Entrepreneurship &  
Innovation .

# Work Experience

---

June 2006 - April 2008

IHG Hotels and Resort - Makati City, PH

## General Reservations Specialist

A sales expert in providing travel advice and reservations solutions. A critical customer touch point for delivering on our IHG brand experience. Interacts with customer, educate them on our brands and products. Deliver unique travel needs of our guests, to drive revenue and customer loyalty.

September 2004 - March 2006

Seven Suites Hotel and Observatory, PH

## Front Office Associate

Reports functionally to the Front Office Manager and administratively to the Front Office Supervisor and Shift Head. Assists all arriving and departing guests and patrons. Performs check-in and checkout, assigns rooms, helps guests complete registration cards, and handles reservations. Performs other task that may be assigned from to time.