

Nicole Casicas

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Jose Rizal University

- Bachelor Of Science in Hotel and Restaurant Management

Intercontinental Hotels Group

- IOR Messaging Upskill Training
 - IVANI Upskill Training
 - Bussiness Rewards Upskill Training
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PROFESSIONAL EXPERIENCE

Intercontinental Hotels Group | Internet Response Team

April 2023 - Present

- Answering reservation inquiries.
- Communicating with our guest through emails.
- Making sure that members' stay points are posted correctly.
- Benefits of each tier levels are being recognized.

Intercontinental Hotels Group | Fraud Prevention

October 2022 - March 2023

- Identifying fraud indicators.
- Reporting suspicious accounts/activities.
- Monitoring daily fraud accounts.
- Securing unauthorized redemptions.

Intercontinental Hotels Group | Hotel Help Desk

September 2022 - September 2022

- Communicating with hotel-facing
- Monitoring hotel room occupancy.
- Hotel reimbursements.
- Hotel stay disputes.

Intercontinental Hotels Group | Internet Response Team

July 2019 - September 2022

- Answering reservation inquiries.
- Communicating with our guest through emails.
- Making sure that members' stay points are posted correctly.
- Benefits of each tier levels are being recognized.

Crowne Plaza - Manila Galleria | Receptionist

Feb 2019 - July 2019

- Greeting guest
- Answering restaurant reservation inquiries.
- Table arrangements
- Assigning designated stations to our sales associates servers