



SANDRA MAY F. DELA CRUZ

Personal Information

Female

28 y/o



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Core Qualifications

- Flexible worker
- Quality focused
- Highly Responsible and Reliable
- Customer Satisfaction
- Quick Learner
- Hardworking

Professional Summary

Results-oriented professional with strong track record of achieving business goals. Through understanding of how to enhance customer satisfaction levels. Delivers comprehensive service journey and adheres to set procedures.



Work Experience

October 2023 - Present - Customer Support Specialist

Partner Hero Philippines Corporation

- Respond to customer queries in a timely and accurate way, via phone, email or chat
- Identify customer needs and help customers use specific features
- Share feature requests and effective workarounds with team members
- Inform customers about new features and functionalities
- Follow up with customers to ensure their technical issues are resolved
- Gather customer feedback and share with our Product, Sales and Marketing teams
- Assist in training junior Customer Support Representatives

March 2022 - June 2023 - Online seller owner

Classique by Sg

- Oversaw all product development processes by assessing quality, testing and final evaluations before launching.
- Managed social media marketing activities, including posting company updates. Analyzing results on insights and tailoring growth strategies.
- Successfully coordinated business activities to ensure maximum profitability.
- Photographed products for sale. posting pictures via social media to increase visibility.
- Utilized online resources and social media to promote products and services, increasing web traffic and gaining prospective clients.
- Addressed questions, managed complaints and provided solutions, providing positive and smooth communications to increase customer satisfaction.

May 2019 - January 2021 - Establishment Team Leader

EMAAR ENTERTAINMENT GROUP, Kidzania AUH | UAE

- Taking care of all the necessary Admin duties
- Guiding a group of employees in daily operation applying SOP set by the management.
- Communicate clear instructions to team members.
- Monitor team members participation to ensure the training that are being provided is being but into use and also to see if any additional training is necessary.
- Manage the flow of operations on a daily basis.
- Create reports to update the company on the team's progress.
- Distribute reports to the appropriate personnel.
- Resolved complex customer inquiries, disputes and complaints.
- Planned employee workloads and delegated tasks strategically to meet seasonal fluctuations in demand.
- Delivered quality service with friendly and professional demeanour.

June 2016 - Mav 2019 - Customer Service Representative

EMAAR HOSPITALITY GROUP | REEL CINEMAS | Dubai UAE

- Being aware of and complying with the company's policy, procedures and UAE laws.
- Observing all rules, regulations, decisions and instructions related to the official duties.
- Promoting positive work ethics.
- Acting in the best interests of the company at all times.
- Avoiding waste and extravagant use of company resources.
- Taking all reasonable steps to secure company's premises and property.
- Promptly informing the managers if they believe that someone else has been responsible for an act of serious misconduct.
- Seeking advise and/or authorization before undertaking an action or activity that may be contrary to company policy.

Certifications

- Q10 Budget Travel and Tours Co. (Internship Completion 200 hrs)
27th May - 26th June 2015
- Noah's Park Resort (Internship Completion 100 hrs)
28th May - 27th June 2015
- Future Filmmakers Summer Camp
1st September 2016
- Excellence in Customer Service
6th November 2016
- Revalida Competition 1st Place (Knowledge and Expertise)
14th November 2016
- Grand Revalida (Creativity and Applied Learning Efficiency)
13th February 2017
- Safety Skills Training
23rd June 2019 - 23rd June 2021

May 2015 - June 2015 - Job Training/Office Staff/Coordinator Q10 Budget Travel and Tours | Rizal, Philippines

- Provide desk support to guests and clients.
- Greet visitors and provide information as asked.
- Answer telephone and handle flow of visitors.
- Manage files, record systems, office supplies and inventory.
- Provide personal and professional support to directors.
- Coordinate and plan meetings and corporate events.
- Make sure that customer complaints are catered to appropriately.
- Manage petty cash of office.
- Keep office area clean and organized.
- Process paperwork for employees or customers.
- Organize staff meetings and executive calendars.

May 2015 - June 2015 - Job Training/Front Desk Support Noah's Leisure Park Hotel and Resort | Rizal, Philippines

- Register guests and assign rooms, accommodates special request whenever possible.
- Thoroughly understand and adhere to proper credit, check cashing and cash handling policies and procedures.
- Understand room status and room status tracking.
. Knows room locations, types of rooms available and room rates.
- Uses suggestive selling techniques to sell rooms and to promote other services of the hotel.
- Coordinate room status updates with the housekeeping department by notification housekeeping of all check-outs, late check-outs, early check-ins, special request and day use rooms.
- Possesses a working knowledge of the reservations department, takes same day reservations and future reservations when necessary, knows cancellation procedure.
- File room keys (only for manual room key hotels).
- Process guest check-outs.
- Uses proper telephone etiquette.
- Reports any unusual occurrences or request to the manager or assistant manager.
- Knows all safety and emergency procedures, is aware of accident prevention policies.



Education

Diploma of Higher Education | Bachelor of Science in Tourism Management

INSTITUTE OF CREATIVE COMPUTER TECHNOLOGY COLLEGES
Cainta Rizal, Philippines
December 2015

High School Diploma

TAGUMPAY NATIONAL HIGH SCHOOL
Rodriguez Rizal, Philippines
March 2011