



SARAH MAINNE MAGAT-SALAZAR

CONTACT

✉ Sarahmagat1031@yahoo.com.ph

☎ +639276739818

📍 Blk 4A Lot 21 Camella Homes
Subd., Sta Cruz, Porac, Pampanga

EXPERTISE

- Customer Service
- Events and Promotions
- Facebook Marketing
- Rewards and Loyalty Marketing
- Customer Development
- Casino CRM navigation
- Branding
- Competitors Check

TOOLS

- Microsoft Office (Excel, Word, Outlook, PowerPoint)
- Google Tools (Google docs, Google drive, Google sheets, Google Calendar, Gmail)
- YouTube, Facebook
- Canva
- Casino Management Tools

WORK EXPERIENCE

EVENTS AND PROMOTIONS SUPERVISOR (PIONEER TEAM)

D'HEIGHTS RESORT AND CASINO

Sept. 24, 2018-October 1, 2021

- Conceptualize and planning marketing campaigns and partnership related to casino promotions.
- Performs research and prepares proposals and assists in planning and budgeting of events and promotions.
- Maintain the casino branding in all marketing collaterals, promotions and activation.
- Secure that all necessary documents shall be submitted to Pagcor in a timely manner prior E&P operation.
- Monitor event budget, scheduling facilities, staffing plans, and set up/tear down.
- Develop and dissemination of casino promotions.
- Supervise on- and off- site events and casino promotions.
- Record keeping, Database maintenance, fiscal paperwork.
- Coordinate with other concerned department that includes briefing of Marketing Department to prevent misinformation of casino procedures and promotion's mechanics.
- Knowledgeable and attend trainings, seminars related in all sorts of casino systems and development.

PERSONAL SHOPPER/CUSTOMER DEVELOPMENT MANAGER

RUSTAN COMMERCIAL CORPORATION

Aug. 14, 2017-Sept. 15, 2018

- Develop personalized shopping experience for all customers through providing individualized attention.
- Responsible for helping a company understand what its customer expects and how the company can best serve existing customers and attract new ones.
- Give advice to customer and suggest products that may suit their needs.
- Meeting individual and team sales targets.
- Getting to know customer's likes/dislikes and budget.
- Coordinate with several departments within the store to save customer time.
- Develop and maintain professional relations with customers to assure repeat business.

ABILITIES

- Ability to work under pressure and multi-task effectively.
- Highly self-motivated and goal-oriented professional.
- Team player and shows initiative.
- Good communication skills.
- Excellent in customer service.
- Work well with little or no supervision.

WORK RECOGNITION

- Grooming and Achiever of the Week in Star Cruises Inc.
- Monthly Achiever in Solaire Resort and Casino (July 2015)
- Top Rover of the Year in Solaire Resort and Casino (2015)

REWARDS CLUB REPRESENTATIVE (PIONEER TEAM)

SOLAIRE RESORT AND CASINO

Jan. 7, 2013-Dec. 5, 2016

- Acquiring and creating membership accounts.
- Issue vouchers, gift certificates and promotional privileges to guests depending on their entitlements.
- Assist casino guests in the activation of entries and promotions in the kiosks.
- Handling guest concerns and queries.
- Keep confidentiality of all necessary policies and guest information. P
- Provide information about the facilities, entertainment and benefits of a Solaire Rewards club member.
- Deliver the current promotions and events information on to the members and encourage members to join the promotion and events.
- Hitting quota for membership acquisition.

CROUPIER

STAR CRUISES INC.

Oct. 6, 2010-May 6, 2012

- Run the games in casino by throwing dice, spinning the roulette wheel and dealing cards.
- Explaining the rules of the game to the players at the table.
- Making sure that the rules of the games are being followed.

EDUCATION

Holy Angel University

Bachelor of Science in Business Administration

Major in Tourism

2005-2010

PERSONAL DETAILS

Date of Birth: OCTOBER 31, 1988

Nationality: FILIPINO

Height: 167 cm

Languages: FILIPINO & ENGLISH