ABOUT ME

A highly experienced and hardworking individual with 8+ years in the hospitality industry. Proven ability to provide excellent customer service, build strong relationships, and ensure guests have a positive experience. Possesses excellent communication, multitasking, and problem- solving skills. Committed to maintaining the highest levels of hospitality and professionalism.

SKILLS

- Ability to provide a high level of customer service
- Problem- solving abilities
- Excellent communication skills
- Organizational Skills
- Multi- tasking
- Conflict Resolution
- Time Management
- Interpersonal Skills
- Teamwork
- Attention to Detail
- Integrity
- Reservations
- Computer Literate

CONTACT ME

0935-3777-029

marykrisdizon1@gmail.com

Blk 17 Lot 16 Calamba Park Place, Brgy. Makiling, Calamba City, Laguna 4027

MARY KRIS DIZON

EDUCATION

BACHELOR OF SCIENCE IN TOURISM MANAGEMENT

University of Perpetual Help System - Jonelta Biñan, Laguna Campus

2012-2016

PROFESSIONAL EXPERIENCES

RESERVATIONS SALES SPECIALIST

SC Reservations Philippines Inc.

January 17, 2022 - Present.

- Schedule reservations and manage cancellations; provide customer service while following through with client satisfaction.
- Conduct upselling techniques in an effort to make a more profitable sale.
- Refer guest complaints relate to reservations to management staff in accordance with departmental policies and procedures.
- Assist customers in booking travel dates, advisement of travel itinerary and accommodations and troubleshooting travel issues.

GUEST RELATIONS OFFICER

Enchanted Kingdom. Inc.

May 16, 2019 - January 17, 2022

- Ensure a high level of customer service was consistently maintained at the theme park.
- Receive and handle guests' complaints
- Respond promptly and solve the queries and requests of guests to maintain high satisfaction rate
- Answer guests phone calls and email in a nice courteous manner, handling their demands and concerns.
- Administrative duties, responsibilities and filing of documents.

PASSENGER SERVICE AGENT

MacroAsia Airport Services Corporation

October 10, 2016 - December 28, 2018

- Ground handler of Philippine Airlines
- Reserve flight tickets, issue boarding passes to passengers, accept luggage, putting tags and assist with airport check-ins
- Respond politely to passengers' complaints regarding ticketing and baggage handling.
- Identify documents and confirm flight details
- Facilitate passengers through the boarding process and provide needed information to the passenger