

Mira Jannah Xyza Ramos Enriquez

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Objective:

Highly motivated person, looking for a position where I can use my hospitality skills and attention to detail. An outgoing, energetic, and friendly individual who understands and respects the privacy requirements.

Education:

Bachelor of Science in Hotel and Restaurant Administration

Lyceum of the Philippines University

Batangas, Philippines

April 2017 - June 2021 undergraduate

Saint James Academy - Secondary

Batangas, Philippines

2015

Skills:

- Computer Literate: Ms Office
- Customer Service Oriented
- Knowledge of handling customer complaints
- Ability to work in a fast-paced environment.
- Ability to lift at least 25 kilos
- Excellent organizational, time management, and problem-solving skills.
- Knowledge of following instructions and learn new techniques
- Have strong process orientation and good organizational skills with keen attention to details.
- Ability to work with little supervision and maintain a high level of performance

Experience:

Customer Care - Laguna

Yngen DataCom Corporation

March 4, 2024 - Present

- Requesting Invoices from hotels that guests stayed for business trips.
- Uploading invoice and documenting it under client's business folio.
- Assisting clients for their business trip that wants to prepay or pay their expenses for their business or meetings under hotels and flight.

- Booking their hotel and flight trips according to their business needs and specifications and sending them the confirmation via email.

Travel Consultant - Manila

Concentrix May 2022 - January 2024

- Collecting payments and fees.
- Resolve travel issues, complaints, queries and refunds
- Plan details for travel including accommodation and airlines

Customer Service Representative - Batangas

Task Us October 2021 - April 2022

- Responding promptly to customer inquiries.
- Processing orders, requests and delivery arrangements.
- Acknowledging and resolving customer complaints and feedbacks

Sales Associate - Manila

VXI Global Holdings Inc. June - October 2021

- Greet customers in a friendly and polite manner
- Assist customer in the website and on the phone
- Offering current promotions and New products

Customer Support - Batangas

ResultsCX December 2020 - May 2021

- Reviewing customers billing information, product usage and account while resolving their issues
- Calculating charges, and processing payments, fees and refunds

Cashier/ Service Crew - Batangas

Jollibee Food Corporation

February 2020- February 2021

- Efficiently processes transactions, handles cash accurately and maintains a welcoming atmosphere for customers.
- Committed to providing exceptional service and ensuring customer satisfaction