



AVI [Redacted]

Receptionist | Customer Service and Reservation Executive

Work Experience.

Receptionist/ Admin Assistant

May 2023- Present

- Greet visitors, handle incoming and outgoing correspondence, maintain files and records

Quality Assurance Trainer

April 2022- Oct 2022

- Reviews quality assurance standards and team performance
- Delivers quality assurance training to team members and discuss areas for improvement
- Organize training guides and manuals

Reservations Executive

Feb 2021- April 2022

- Handles all booking related concerns (i.e. rebooking/cancellation)
- Maintain a high-volume workload within a fast-paced environment

Customer Service Executive

Aug 2018 - Feb 2021

- Resolving customer complaints with speed and professionalism
- Maintaining solid customer relationships by handling questions and concerns thru calls, emails and chats
- Learned ways to enhance customer satisfaction and improve productivity

Education.

2014 - 2018

Bachelor of Science in Tourism Management

- Bachelor's Degree
- Consistent Dean's lister
- Graduated in 2018 as Cum Laude
- Completed with a cumulative GPA of 1.38

Skills.

Microsoft Office [Progress bar] Communication [Progress bar]
Active listening [Progress bar] Time Management [Progress bar]
Positive attitude [Progress bar] Attention to Detail [Progress bar]
Multi-tasking [Progress bar] Organizational Skills [Progress bar]



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About me.

As someone who can identify the need of customers for effective solutions, I am committed to high-quality service that ensures a positive experience. My unique professional experience stems from years of providing excellent customer support, creative problem solving and building customer loyalty.

Reference.

[Redacted]