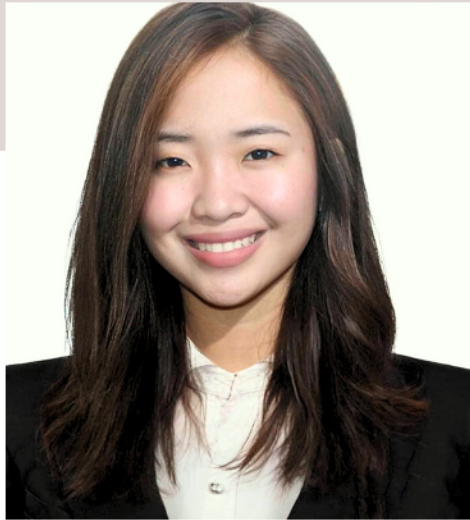


DANICA



Profile

A dedicated and responsible professional with a proven track record in providing exemplary customer service, marketing and administrative duties with precision and effectiveness, seeking to leverage these skills to contribute positively to a dynamic work environment.

Work Experience

MARKETING SPECIALIST/ SALE EXECUTIVE

JULY 2023
-
PRESENT

- Lead the sales team to enhance performance and drive results.
- Arranging and managing appointment schedules
- Offering expert advice, analysis, and assessments to clients and to ensure client satisfaction.
- Social Media Management: Strategizing and creating content, engaging with the audience across all social media platforms. Using analytics tools to track metrics and preparing reports on social media performance.
- Analyze CRM data to identify trends, opportunities, and areas for improvement.
- Efficiently managing administrative tasks Data Entry and management

MANAGER

December 2021-
June 2023

- Ensuring exceptional guest experiences by maintaining high service standards and resolving any issues promptly.
- Overseeing the administrative functions of the resort, ensuring smooth operations, and supporting the management team.
- Communicating effectively with staff members and guest to ensure clarity and understanding.
- Provide guidance and support to staff members, addressing their concerns and needs.
- Manage filing systems, records, and documents, ensuring they are kept up-to-date and easily accessible.

References

Education

Bachelor of Business Administration major in Financial Management
2019-2023

High School
2013-2019

Eligibility

Civil Service Professional
2nd level eligibility

Expertise/Skills

Attention to detail
Customer Service Skills
Leadership Skills
Communication Skills
Customer Relationship Management (CRM)
Critical Thinking Skills

Language

English
Filipino