

GERMAINE JUVILYN PUERTO

Fontana Infinity Tower B, Flat 1701, BLDG 4660, RD 2468

Area 324, Juffair, Bahrain

Mobile: +97335587081

Email: germainepuerto@yahoo.com



PROFESSIONAL PROFILE:

Experienced professional with a demonstrated history of working in the customer service and tourism industry. Skilled in Operations Management, Communication, Time Management, Customer Service, and Sales & Marketing.

SKILLS:

- Knowledgeable in Opera PMS
- Good PR and Marketing skills
- Vast knowledge of the Tourism and Hospitality Industry
- Excellent Customer Service skills
- Strong leadership, strategic, conceptual and analytic skills
- Ability to prepare clear, concise materials, strategies and plans
- Ability to build effective partnerships and networks
- Ability to implement and measure the outcomes of innovative initiatives

PERSONAL INFORMATION:

- **Civil Status:** Married
- **Nationality:** Filipino
- **Date of Birth:** June 25, 1997
- **Age:** 25 years old

EDUCATIONAL BACKGROUND:

Primary:

San Isidro Labrador Catholic School (2009)

Address: Philand Drive, Lungsod Quezon City, Philippines 1107

Secondary:

New Era High School (2013)

Address: 1128 Tandang Sora Ave, New Era, Quezon City, Philippines 1128

Tertiary:

Polytechnic University of the Philippines Manila (2013 - 2017)

Bachelor of Science in Tourism Management

Address: A. Mabini Campus, Anonas Street, Sta. Mesa Manila, Philippines 1016

PROFESSIONAL WORK EXPERIENCE:

Front Office Associate

Crowne Plaza Bahrain

August 2022 – Present

Address: Diplomatic Area 317, Manama, Bahrain

Job Profile:

- Greet all guests and assist them with check-in and check-out.
- File incident reports and grievances.
- Track Guests' Satisfaction surveys.
- Process payments and invoices of guests.
- Respond to all guest questions and requests.
- Answering inquiries from email and phone calls.
- Manage guest bookings and reservations using Opera PMS

Community Management Officer

Centaur Digital Marketing PH Inc.

March 2021 – Present

Address: 5th Floor Unit 5 Cacho-Gonzales Building, 101 Aguirre, Legazpi Village, Makati, 1229 Metro Manila

Job Profile:

- Interact with potential customers through email and live chat about our Client's services
- Record details of inquiries, comments or complaints, transactions or interactions and take action in accordance to it
- Refer unresolved and pending customer grievances to the concerned departments
- Forward any suitable leads to the client
- Recommend modifications and ways of enhancing internal processes and procedures

International Tour Representative

Rakso Air Travel and Tours Inc.

March 2017 – March 2021

Address: 3F Rico Bldg., 112 Aguirre Street, Legaspi Village, Makati City

Job Profile:

- Provided customers with information and publications regarding travel.
- Planned and booked international travel itineraries, including tours, lodging, and transportation.
- Deliver excellent customer service skills that ensure client satisfaction in airlinebookings, tour packages andtravel itinerary.

Part-Time English Tutor

Kuk-Che Uhagon Training Academy Inc.

January – February 2017

Address: Acre Building, 137 Malakas St, Diliman, Quezon City, 1100 Metro Manila

Job Profile:

- Teaching Korean students to enhance their English vocabulary by discussing passages and worksheets.

Internship

Oman Air

October– December, 2016

Address: NAIA Terminal 1, Departure Area, Pasay City

Job Profile:

- Welcome passengers as they arrive at the terminal counter.
- Ensure all the customers are provided with outstanding service.
- Filing important documents after the operations.
- Provide passengers with hand luggage tags and demonstrate ways to put them on.
- Giving out e-receipts for the overseas workers with refund.

CERTIFICATIONS SEMINARS ATTENDED:

- So Sri Lanka Product Update – Makati, Shangri-La,
- Sabre Red Training – Webex Meeting ,May 28, 2020
- Certified South African Specialist – South Africa Tourism,June 19, 2020
- Hongkong Specialist – Hongkong Tourism Board, June 2020

CHARACTER REFERENCES:

Ms. Carlota Rebamba

Outbound Tour Operations Manager
Rakso Air Travel and Tours Inc.
3F Rico Bldg., 112 Aguirre St., Legaspi Village Makati City
+63 917 810 9412

Mrs. Yolanda Montaces

Practicum Adviser
Polytechnic University of the Philippines,
+63 917 591 0521

Ms. Ma. Jessica Villar

Customer Agent Representative/ Internship Supervisor
Oman Air
+ 63 968 2453 1111

I hereby certify that the above information given is true and correct to the best of my knowledge, belief and ability.

Germaine Juvilyn Puerto

