



Ramelyn Velasco

Hotel Receptionist

CONTACT



0947 167 6744



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Brgy. Fabrica, Sagay City,
Negros Occidental

EDUCATION

Northern Negros State College of Science and Technology

Bachelor of Science in
Hospitality Management
2018-2022

SKILLS

- Excellent Communication and interpersonal skills
- Strong customer service and problem-solving skills
- Ability to work in a fast-paced environment and prioritize tasks
- Proficient in Microsoft Office and Google Suite
- Experience with language learning software and technology
- Strong organizational and time management skills

PROFESSIONAL SUMMARY

Dedicated and customer-focused professional with experience in hospitality, looking to leverage my skills in communication, problem-solving, and administration to excel in a new role.

WORK EXPERIENCES

ESL TEACHER (Part Time)

PRESENT

ACADSOC

- Plan and deliver engaging English Language lessons to students of varying ages and proficiency levels.
- Utilize various teaching methods and materials to promote student engagement and language acquisition.
- Monitor student progress, provide feedback, and adapt teaching strategies as needed.

HOTEL RECEPTIONIST

2022-2023

San Carlos Palau Hotel Inc.,

- Managed front desk operations, ensuring seamless guest experiences.
- Developed strong communication and interpersonal skills, handling guest inquiries and resolving issues.
- Demonstrated problem-solving skills, addressing guest complaints and concerns.
- Maintained accurate records and reports, including guest information and payment details.
- Collaborated with colleagues to achieve excellent customer satisfaction ratings.

REFERENCES

SAN CARLOS PALAU HOTEL INC.,
WORK ESTABLISHMENT
0977 715 5001

CRISTINA B. INTENZA
SCPI RECEPTIONIST
0917 267 2719