

GLENN MARK DE GUZMAN

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To secure a challenging position in a reputable company to fully utilize my knowledge and skills in sales and marketing.

EXPERIENCE

JULY 2018 – JULY 2020

SALES & SUPPORT COORDINATOR, ITL WORLD TOURISM & TRAVEL

TRIPMAKERS (B2B)

Manama, Bahrain

- Provides sales support via email and telephone to travel agencies and corporate accounts across GCC.
- Responds to travel related inquiries such as hotel accommodation, holiday package, cruises among others.
- Making reservation using several booking tools such as Sabre for flight tickets, ERA for train tickets; Online booking tools for cruise such as MSC Book, Costa Extra, Royal Caribbean and other online booking systems for hotel, chauffeur, transfers etc.
- Responds to complaints from customers and give after-sales support when requested.

FEBRUARY 2015 – JUNE 2018

TOUR CONSULTANT, GALA TRAVEL & TOURISM

Manama, Bahrain

- Handled Tour Department of the company
- Organized travels from ticket booking, hotel accommodation, land arrangement etc.
- Attended exhibition and conferences in Bahrain and abroad to maintain familiarity with the trends in the industry and to meet existing and potential partners (tour operators, DMCs, hotel suppliers etc) from different countries
- In charged of using promotional techniques and promotional materials to sell tour packages to the potential market
- Handled unforeseen problems or complaints from clients and solving these problems in an effective and professional manner

AUGUST 2013 – NOVEMBER 2014

ACCOUNT EXECUTIVE, ACCESS DIGITAL (CREATIVITY LOUNGE MANILA)

Manila, Philippines

- Handled new and existing clients of the company
- Meeting and liaising with clients to discuss and identify their advertising and website design needs
- Develop and present proposal based on clients' requirements
- Discuss the creative brief to the creative team and monitor the work progress to ensure deadlines are met
- Keeping in contact with the clients at all stages of the project
- Present initial design studies to the clients for approval or modification and convey the necessary revisions to the creative team
- Thoroughly review the designs before the final presentation of designs to the clients
- Making 'pitches' to win new business
- Formulate different marketing strategies to promote the products and services of the Company

EDUCATION

MAY 2013

BACHELOR IN ADVERTISING AND PUBLIC RELATIONS, POLYTECHNIC UNIVERSITY OF THE PHILIPPINES (PUP) MANILA, PHILIPPINES