

STEVENHAISON ESPINAS SARENAS

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COMPETENCY SUMMARY:**EXPERIENCES:**

- Travel Consultant
- Reservation Agent
- Technical Support Level 2
- Customer Service Level 2
- Customer Service 1
- Hotel Reservation
- Travel Expert
- Server

OBJECTIVES:

To become associated with a company where I can utilize my skills and gain further experience while enhancing the company's productivity and reputation.

WORK EXPERIENCES:**Company: Al Fanar Travel**

Position: Travel Consultant

Duration: OCT 2018 – Present

Description:

- Processing reservation request.
- Assisting walk-ins, calls and online accounts.
- Arranging requirements for visa's application.
- Comparing rates from suppliers to suppliers.
- Educate customer for the details of the reservations
- Educate about the cancellation/rules of the product
- Process payment
- Offer upgrade services

Company: Hayyan Travel SPC

Position: Reservation Agent

Duration: APR 2017 – OCT 2018

Description:

- Processing reservation request.
- Answering Inquiry from Corporates, Single Customer.
- Checking the best rates that we can provide.
- Utilized all resources.
- MS Windows.
- Microsoft Outlook.
- Microsoft Excel.
- Sabre.
- Team player.

Company: [24]7; Salcedo Village, Makati City, Philippines

Position: *Customer Service - Technical Support Level 2*

Account: **Time Warner Cable, Bright-house networks**

Duration: December 2016 – March 2017

Description: Helping customer in terms of technical issues. Providing step by step trouble shooting step to resolve the concern. Checking outages in the area, update and any changes. Checking all possible cause of the fault or issue. I also trouble shoot the customer device if necessary as extra mile for the customer.

Company: [24]7; Salcedo Village, Makati City, Philippines

Position: **Customer Service Level 2**

Account: **Optus**

Duration: March 2016 – December 2016

Description: Generally addressing the customers concern. That falls to Retention, Billing and Re-location. I also process change of account holders name, filling and documenting complaints, changing/update plans that customer needs.

Retention: When customer planning, threaten or show an interest cancelling the service with Optus I will find out the reason of the customer why they wanted to cancel the service. Explain possible charges like prorated, cancellation fee and will still provide other option to retain the service with Optus.

Billing: I simply explain bills the way customer will understand it, I make some corrective adjustments. If extra charge applied to their bill, I explain the extra charge and way to avoid it.

Relocation: if customer wanted to cancel the service due to moving address, instead of cancelling the service, I usually offer relocating the service and process the relocation for the customer.

Company: ACS Xerox Inc..

Position: *Hotel Reservation*

Account: *Hotwire*

Duration: JAN 2015 – FEB 2016

Duties and Responsibilities:

- Provide Customer Service
- Sell Additional Services and Upgrades
- Make Reservations
- Maintain Records

Company: TELETECH Q.C

Position: *Customer Service*

Account: BOA- Bank of America

Duration: OCT 2014 – DEC 2014

Description: Billing: explaining bills and makes adjustment if necessary.

Company: AEGIS PEOPLE SUPPORT

Aegis People Support Centre, Ayala Avenue, Makati City Philippines

Position: TRAVEL EXPERT

Account: EXPEDIA.INC, Travelocity

Duration: May 2011 – OCT 2014

Description: Sales booking reservation for flight, hotel, car, activities

I make and find vacation Package for the customer that contains flight, hotel and car as main product of Expedia. Discussing flight details and restrictions, same thing goes with hotel, car and activities.

Company: Forest Moon Bar

Position: *Waiter/ Server*

Duration: May 2009 – Feb 2011

Duties and Responsibilities:

- Checking and identifying the customers to ensure that they meet minimum age requirements for consumption of alcoholic beverages.
- Collect payments from customers.
- Write patrons' food orders on order slips, memorize orders, or enter orders into computers for transmittal to kitchen staff.
- Check with customers to ensure that they are enjoying their meals and drinks.
- Serve food and/or beverages to patrons; prepare and serve specialty dishes at tables as required.

- Prepare checks that itemize and total meal costs and sales taxes.
- Remove dishes and glasses from tables or counters, and take them to kitchen for cleaning.
- Present menus to patrons and answer questions about menu items, making recommendations upon request.

EDUCATIONAL ATTAINMENT:

Course : Bachelor of Science in Business Administration Major in Marketing

Duration : 2008 – 2012

School : Universidad De Manila

PERSONAL INFORMATION

Nationality: Filipino

Religion: Church of Christ (Iglesia Ni Cristo)

Date of Birth: December 01, 1990