

AILEEN ROSE L. SOLIVEN

Prisma Residences, Bagong Ilog, Pasig City | 0955 502 6238 | solivenaileen20@gmail.com

PROFESSIONAL SUMMARY

Customer-focused and results-oriented professional with over 2 years of combined experience in travel sales, BPO operations, quality assurance, and hospitality support. Skilled in reservation management, call analysis, team supervision, and process improvement. Proven ability to drive sales conversions, maintain high service standards, and deliver accurate, compliant documentation. Combines tourism and hospitality industry knowledge with strong communication and problem-solving skills to support operational goals.

CORE COMPETENCIES

- Reservation & Booking Management
- Call Quality Assurance & Analysis
- Sales Conversion & Promotions
- Customer Service & Escalation Resolution
- Team Training & Supervision
- Data Entry & Record Keeping
- Process Improvement
- Multi-Channel Communication
- Hospitality Operations
- Compliance & Documentation

WORK EXPERIENCE:

Attractions and Cruise Sales Representative

Qwest BPO | March 5, 2025 – Present

- Handled customer reservations via email, phone, and chat, delivering prompt, personalized service.
- Promoted attractions and cruise packages, driving sales conversions and maximizing bookings.
- Assisted with account setup, troubleshooting, and platform navigation for seamless guest experiences.
- Coordinated with third-party suppliers to ensure smooth transactions and timely fulfillment.
- Reviewed documentation for accuracy/compliance; proposed improvements to boost team efficiency.

Call Analyst

Qwest BPO | October 14, 2024 – February 28, 2025

- Evaluated 28–30 inbound calls hourly to assess quality, standards adherence, and sales opportunities.
- Documented metrics, flagged gaps, and maintained scorecards to support coaching and compliance.
- Ensured precise data entry into systems for reliable reporting and audit readiness.
- Identified service gaps and recommended solutions to improve customer experience and workflows.

Customer Service Representative

Cozy & Comfy BnB (CCB&B) | December 27, 2022 – June 30, 2024

- Maintained 99–100% response rate across channels; resolved escalations effectively.
- Supervised 4 CSRs, trained new hires, and assisted with payroll computation and performance tracking.
- Analyzed occupancy data for planning; led monthly reviews to identify improvement areas.

EDUCATION

Hotel and Restaurant Services II

Hope of Melbourne Colleges Foundation, Inc. | June 2014 – June 2015

CERTIFICATIONS & TRAININGS

- National Certificate II in Housekeeping | Oct 2014 – Oct 2019
- Certificate of Actual Shipboard Training | May 2015
- Seminar on Hotel Management, Food Carving & F&B | Sept 2014
- Bar and Flairtending Workshop | March 2015
- Tourism Summit Participant | Sept 2014