

ALIAH CLAIRE TORILLA

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PROFESSIONAL SUMMARY

Hospitality-driven and detail-obsessed Guest Services professional with over 4 years of call center and remote customer-facing experience specializing in global vacation rental portfolios and Online Travel Agency (OTA) platforms. Proven track record of managing reservation lifecycles, processing secure payments, and handling complex inbound guest inquiries across platforms like Vrbo, Agoda, and Hotwire. Combines an analytical Mechanical Engineering background with a warm, empathetic communication style to deliver solution-oriented guest experiences and maintain 100% data accuracy under pressure. Exceptionally skilled at maximizing lead management, enforcing compliance standards, and collaborating with internal teams to prioritize guest satisfaction

CORE COMPETENCIES

- **Hospitality & Guest Experience:** Guest-centered mindset, multi-channel communication (voice, email, chat), hospitality-first service, and proactive issue resolution.
- **Reservation & Lead Management:** Inbound inquiry handling, OTA platform management (Airbnb, VRBO, Booking.com), upselling/add-on promotions, and booking modifications.
- **Payment Processing & Auditing:** Deposit collection, statement reconciliation, processing cancellations and approved refunds, and rate/fee verification.
- **Operational Excellence:** Calm under pressure, strict attention to detail, maintaining accurate guest notes, and thorough follow-up execution.
- **Technical Proficiency:** Microsoft Teams, Outlook, Excel (Advanced), CRM case-tracking systems, and rapid adaptability to property management software like Guesty.

PROFESSIONAL EXPERIENCE

PAYROLL AND BENEFITS ADVISOR | Lizardbear Tasking INC. | Jan 2026 – Present

- **Financial Visibility & Reporting:** Directly support internal financial visibility initiatives by managing, tracking, and building accurate records for sensitive high-volume payroll cycles and benefit distributions.
- **Compliance & Auditing:** Perform rigorous, detailed audits and reconciliations of statements of account to immediately isolate and correct data discrepancies with 100% data accuracy.
- **Data Integration:** Leverage Microsoft 365 tools and database features to streamline cyclical reporting and ensure strict compliance with internal security protocols.

CUSTOMER SUPPORT SPECIALIST (Vrbo) | Sutherland | Jan 2025 – Dec 2025

- **Reservation & Platform Management:** Managed real-time platform data, account calendars, and unique property listing types for a high-value enterprise vacation rental portfolio.
- **Inbound Guest Inquiries:** Handled complex guest communications across direct channels and OTA systems, resolving booking concerns within established compliance guidelines.
- **Payment Processing & Claims:** Evaluated digital evidence and accurately processed over 50 sensitive database entries and damage claims monthly, ensuring financial updates were secure before guest tracking.
- **Attention to Detail:** Meticulously logged details into CRM systems, ensuring high data accuracy and thorough resolution notes for seamless team visibility.

CUSTOMER SERVICE ASSOCIATE I (Hotwire) | Continuum Global Solutions | Apr 2023 – Aug 2024

- Communication Excellence: Achieved top-tier QA performance metrics by delivering clear, warm, and highly professional service to international travelers across high-volume chat and email queues.
- Lead Conversion & Up-selling: Identified guest needs dynamically to handle inquiries, utilizing AI-enabled case tracking systems to quickly verify booking protocols, rates, and promotional rules.

LOGISTICS ASSOCIATE I | IBEX | Apr 2024 – Jul 2024

- Utilized proprietary logistics software to systematically update shipment status, process incoming orders, and log detailed interaction history.
- Inputted, tracked, and managed time-critical documentation regarding customs regulations, tariffs, and international freight tracking.

CUSTOMER SERVICE ASSOCIATE (Agoda) | IGT Solutions Inc | May 2022 – Feb 2023

- Rapid Promotion: Earned direct promotion to Quality Assurance (QA) Analyst post-regularization due to exceptional data integrity, high attention to detail, and a guest-centered mindset.
- Solution-Oriented Service: Monitored and evaluated multi-channel agent interactions (chat, email, text), surfacing quality trends and ensuring absolute accuracy in guest communications.
- Guest Account Security: Documented, tracked, and resolved complex customer booking concerns and account updates, consistently maintaining top-tier quality scores and high first-contact resolution rates.

FREELANCE VA | Remote | Jan 2022 – Dec 2024

- Logged and monitored personal and operational performance metrics daily to track engagement and interaction value.
- Inputted and tracked financial data, budget tracking, rent collection, and vendor invoice processing for a multi-unit property portfolio.
- Managed a high-volume client communication queue, handling 6–8 concurrent text interactions while ensuring zero drop-off in data capture.
- Managed a high-volume communication queue, auditing and evaluating 6–8 concurrent text interactions to ensure zero drop-off in data capture and adherence to strict quality protocols.

EDUCATION

BS Mechanical Engineering | Rizal Technological University | 2021-2026

- Statistical Data Analysis, Mathematical Modeling, and Computational Logic.

Senior High School - ABM (Accountancy, Business, and Management) | Rizal Technological University

- Fundamentals of Accountancy, Business Math, Financial Management, and Data Organization