

## ANGIELYN KLARYSSE L. BORABON

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### PERSONAL DETAILS

Date of Birth : 11/19/1996

Marital Status : Single

Nationality : Filipino

### LANGUAGES

English

Tagalog

### SKILLS

Flexible - Can be relied upon in different tasks

Good communication and patience

Adaptability

Active Listener

Computer skills, navigation

Can work with minimum supervision

### INTERESTS

Participating in social activities

Surfing through social media

Reading books

### OBJECTIVE

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To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

### EXPERIENCE

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## WNS Global Services

July 22,2021 - April 2, 2022

Associate-OPS

Customer Service Representative - HOTEL and RESERVATION  
(TRAVEL ACCOUNT) Voice account

5 months on TIER 1 under Expedia Lodging

3 months on TIER 3 under Expedia Relocation

WNS Global Services

July 22,2021 up to April 2,2022

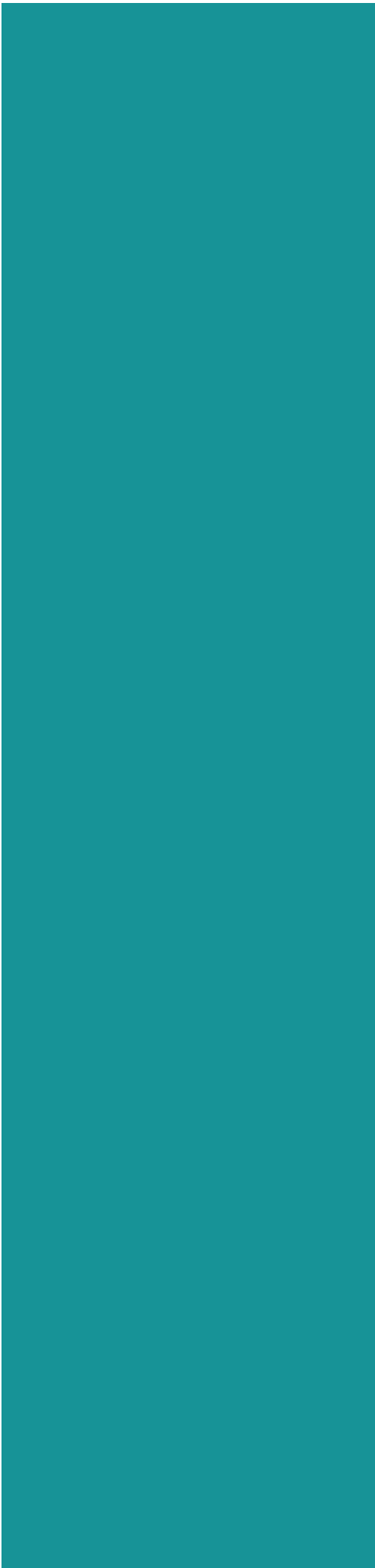
Responsibilities:

TIER 1 Expedia Lodging

- Helping the customers to book a reservation
- Cancelling or modifying the reservation
- Answering phone queries, handling the guest's concern or complaints
- Calling the property to make internal agreements for the guest's reservation and to their requests
- Assist the caller regarding their account, loyalty points and rewards night
- Help the customer to merge their guest account to their original account
- Calling the property to ask for penalty waiver if their reservation is already inside penalty period

## TIER 3 EXPEDIA RELOCATION

- We are relocating the guest to another hotel if their complaints or reason is valid for relocation
- Receiving calls from the property owner,affiliate and supplier to help them with their inventory or concerns
- Creating Virtual Cards and use it as a payment to the new hotel when we are moving the guest
- Receiving transferred calls from Tier 1 because their access is limited only

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- Calling hotel from different hotel to ask if they do have availability that is comparable to the customer's preferred room type and amenities
  - If the reason is valid for relocation but the guest just want to cancel it, we can go ahead and cancel it without asking the hotel's approval
  - Identifying the reason why the property cannot accommodate the guest whether it is due to overbooked,missing reservation, force majeure,deny guest list or unplanned issue.

## IGT Solutions

April 4, 2022 - Dec. 28, 2022

Travel Associate

Customer Service Representative - HOTEL and RESERVATION  
(TRAVEL ACCOUNT) including Car Reservation

Expedia Lodging

TIER 1

IGT SOLUTIONS

APRIL 4,2022 up to DEC. 28,2022

Responsibilities:

- Assist the guest to book, cancel or modify a hotel reservation
- Negotiating with the property for penalty waiver in case the customer wants to do something on the reservation
- Handled different brands affiliated with Expedia ie: Hotels.com, Wotif.com, Orbitz, Travelocity and many more.
- Received calls from guest's regarding Car rental concern
- Price match with our website competitors
- Make sure that we resolved guest's concern so that they won't call us back with the same reason
- Sending emails to vendor, property or guests
- Answering customer's general questions about their accounts, free nights and points.
- Handling customer's concern regarding their ticket for activity and tours

## EDUCATION

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**Jose P. Laurel Sr. High School**

2018-2019

Secondary Education - High School graduate under  
Alternative Learning System

**Sto.Cristo Elementary School**

2002-2008

Primary Education



A handwritten signature in black ink, appearing to read 'Angielyn Klarysse L. Borabon'.

ANGIELYN KLARYSSE L. BORABON