

**Eve Margreth D. Laurel**

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# OBJECTIVE

Pursuing opportunities which will allow me to grow professionally and to be able to enhance, add new skills and learn in the process and use what I have learned in my last work experiences as well as the things I learned in my 4 years in college and Hotel Internship and BPO experiences, I would like to apply it along with improving myself in the process.

# EDUCATION

Bachelor of Science in Hotel and Restaurant Management

College of Tourism and Hospitality Department

University of Santo Tomas, España, Manila, Philippines

June 10, 2019

# SUMMARY OF QUALIFICATIONS/SKILLS & ABILITIES

* Creative and wise thinker who is able to find ways in tight situations
* Strong work ethics, with the ability to initiate finishing task effectively
* Average knowledge in computer and in using MS office
* Goal focused and was able to lead a successful event in college
* Moderate public speaking skills obtained by learning environment throughout high school
* Fluent in English and Filipino and is able to communicate with it without a problem

**RELEVANT EXPERIENCE**

# General Manager, The Eater’s

College of Tourism and Hospitality Management, University of Santo Tomas

January 2018 – April 2018

* Expertly manage to handle and execute overall plans needed for an event or at an activity.
* Actively engaging other members to let them excel their skill and talents Pats, Kitchen and Service
* Manages to run through over-all work to be done

# Registration Committee, Bakeology

College of Tourism and Hospitality Management, University of Santo Tomas

November 2018

* Managed to make sure the guests have complete kits and registered properly.
* Wise enough to make on the spot solutions for unregistered guests
* Managed to finish the process fast and simple

# Intern, Sofitel Philippine Plaza

Events Department

Sofitel Philippine Plaza Hotel

 February – April 2019

* Managed to learn the basics in Event’s Department.
* Was able to talk and discuss to clients about their future events
* Managed to answer all phone inquiries about Event booking
* Manage to organize Contracts that are needed in each event.

**Reservations Sales Specialist, Intercontinental Hotels Group**

Australian, New Zealand and South Pacific (ANZSP) Reservation Specialist,

Intercontinental Hotels Group

July 2019 - August 2020

* Was able to be familiar with the workaround about sales (Room Selling)
* Manage to learn consistency and efficiency in Work
* Attained sales skills and was able to use it proficiently
* Was able to learn proper time flexibility management

**Customer Service Representative- Activation, Teleperformance Phils.**

North America, Boost Mobile Customer Service Representative Activation,

Teleperformance Philippines

 April 2021 – July 2021

* Was able to enhance Customer Satisfactory skills
* Was able to learn hard situations and taking ownership of the situations
* Was able to be knowledgeable technically specifically with modern-day gadgets
* Was able to excel on to handling customers confidently

**Advance Technical Support Representative, Concentrix**

North America, AT&T Advance Technical Support,

Concentrix Philippines

 July 19, 2021 – Present

* Was able to enhance Technical understanding.
* Was able to learn how to handle hard and complicated situations
* Was able to work on and improve calls handling and providing long term resolutions
* Was able to excel in adjusting with the goals set each month