



HARRIET LLANES

About Me

Organized and dependable at managing multiple priorities with a positive attitude. Sales-oriented and Resourceful Independent person. Passionate about providing the clients need. Extensive career in hospitality working with clients .

Education

- College
- St. Michaels College, Iligan City
- 2010-2011
- BS PSYCHOLOGY
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- Secondary Education
- La Consolacion College- Murcia
- 2005-2009
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- Primary Education
- Sta. Cruz Elementary School
- 1998-2005

Professional Skills

- Creative/ Artistic ability
- Adaptable and Flexible
- Goal-Driven
- Travel Knowledge
- Hospitality & Accomodation

Language

- English
- Tagalog

Citizenship

- Filipino

Character Reference

- MARY ANN LAPRES
- Area Manager of BLUED CLOTHING INC. (BACOLOD CITY, Ilollo City, Dumaguete City)
- Contact no. 09224651261

WORK EXPERIENCE

2013-2018 Sales staff

- Opened and closed store and balancing cash registers and receipts .
- Assisted customers by finding items quickly to boost store satisfaction rates.
- Enhanced customer service experience by acting quickly and applying appropriate resolutions for common problems.
- Maintained customer satisfaction with quick and professional handling of product returns.
- Helped customers complete purchases by moving heavy items, collecting payments and bagging purchases.

2018-Present Freelance Travel Agent

- Arranged travel accommodations for groups, couples, executives and special needs clients.
- Responded to clients' questions, issues and complaints and implemented appropriate solutions.
- Provided customers with best deals and well-researched travel options, successfully negotiating rates while improving customer satisfaction ratings.

2023-Present Layout designer/ editor

- Creating Name tags / Sticker Names for student with their favorite Character designs
- Printing and editing resume
- Making Online Appointments
- Creating Digital Invitation for birthdays/ bapstism

TOOLS AND PROFICIENCY

- Canva
- CapCut
- MS Office



LINKS

[HTTPS://HARRIETLLANES.MY.CANVA.SITE/](https://harrietllanes.my.canva.site/)

CONTACT

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