

HEART DELOS SANTOS

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SUMMARY

Motivated and adaptable professional with strong communication, customer service, and organizational skills gained through academic training and hands-on experience in fast-paced environments. Capable of working effectively both independently and within a team while maintaining professionalism. Committed to contributing positively to a dynamic organization while continuously developing professionally through new experiences, challenges, and opportunities for growth.

WORK EXPERIENCE

Casting Assistant

Feb 2026 - Mar 2026

Brandriplr - Dubai Production City

Review profiles (engagement, audience, content style) and shortlist profiles based on campaign needs. Reach out and communicate with influencers, coordinate deliverables (posts, videos, timeline) and maintain talents profile updated on the dashboard.

Passenger Service Agent

Feb 2025 - May 2025

AsiaPro Multi-Purpose Cooperative - Clark International Airport

Recapped passengers' flight tickets for announcements, providing accurate, real-time updates at the boarding gate. Conducted flight announcements at boarding gates, delivering updates on boarding procedures and any changes on flight. Assisted passengers with ticket-related needs and general support during shifts, including directions and inquiries.

Event Coordinator

2023 - 2024

Event's by D&A - Meycauayan, Bulacan

Attended to the personalized needs of brides, grooms, or celebrants. Double-checked all venue elements and requirements pre- and during events, verifying logistics from decor to technical needs. Operated the registration desk to welcome and check in arriving guests, providing warm greetings, distributing materials, and handling inquiries.

Office Clerk

2022 - 2023

Ifleet Travel and Tours - Marilao, Bulacan

Handled duties such as photocopying, scanning, filing, mailing, and schedule appointment when required. Assisted in preparing reports, forms, and other administrative tasks. Answered incoming and outgoing phone calls and emails.

EDUCATION

Bachelor of Science in Tourism Management, 2021 - 2025

Bulacan State University - Malolos, Bulacan

Accountacy, Business, and Management, 2019 - 2021

Meycauayan, College - Meycauayan, Bulacan

SKILLS

Customer Service and Communication
Adaptable and Organize
Teamwork and Collaboration
Microsoft Office

LANGUAGE

English
Filipino