

## **JAZELLE I. MENDEZ**

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### **Objective**

To obtain a position in the field where hospitality and customer service skills will be fully utilized and use my outgoing and friendly nature to maximize the comfort and enjoyment of clients and create a positive image for the company.

### **Qualifications**

- Extensive knowledge of principles and processes for providing customer and personal services, including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Expert in the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Very attentive, giving full attention to customers, taking time to understand the points being made, asking questions as appropriate, and conveying empathy.
- Outstanding communication and interpersonal skills.

### **Education**

2011- 2015 Bachelor of Science in Tourism Management  
De La Salle University – Dasmariñas  
City of Dasmariñas, Cavite

2008-2010 Rogationist College High School Department  
Lalaan 2<sup>nd</sup> Silang, Cavite  
Secondary Education

### **Experience**

#### **Solaire Resort and Casino – March 2018 – June 2022**

Dealer

#### **Duties and Responsibilities:**

- Responsible for understanding the rules and regulations of different casino games • Display a working knowledge of procedures and methods involving casino games, house rules, and counting methods
- Assure guest development by interacting with customers and fellow employees

## **Interactive Loop Telecommunications Services – Feb – April 2017**

Account Manager

Duties and Responsibilities:

- Achieving high sales and goals
- Building new business relationships using existing industry contacts
- Giving sales presentations to high-level executives
- Managing employer's client relationships and providing clients with excellent service and support.

## **Concentrix –United Airlines - May – Oct 2015**

Customer Service Representative -Reservations

Duties and Responsibilities:

- Dealing with guests over the telephone
- Taking and inputting reservations
- Negotiating rates in hotels
- Upselling, or offering a more expensive room to the customer

## **Jollibee Foods Corporation SM Taytay - June – Nov 2010**

Cashier and Administrative Clerk

Duties and Responsibilities:

Cashier

- Enters purchases into the cash register to calculate total purchase price.
- Accepts cash, counts money, gives change and issues receipt for funds received.
- Balances cash drawer and receipts; documents discrepancies.

Administrative Clerk

- Compiles and maintains records of business transactions and office activities.
- Receives, counts, and pays out cash.
- Prepares stock inventory.

## **Training**

October 2014

APEX Local On-board

2GO Travel, M/V St. Francis Xavier

Cagayan De Oro & Camiguin

August 2014

ABACUS Functionalities for Tourism Students  
Makati City

March – June 2014

Room Attendant / Housekeeping Staff  
Best Western Plus Oceanfront Virginia Beach  
Virginia Beach, Virginia, USA

March 2014

AMADEUS  
De La Salle University – Dasmariñas

April – May 2013

Confidential Agent – Cash Section  
Bureau of Immigration  
Intramuros, Manila

### **Seminars/Conference/Trainings Attended**

May 6, 2015

National Certificate II - Tourism Promotions Technical Education and Skills  
Development Authority  
Kalaw, Manila

September 27, 2014

Career Opportunities in the Airline Industry  
De La Salle University Dasmariñas, Cavite

### **Personal Background**

Age: 31 years old  
Gender: Female  
Civil Status: Married  
Nationality: Filipino  
Height: 164 cm  
Weight 60 kg  
Date of Birth: March 14, 1993  
Place of Birth San Juan, Metro Manila  
Religion: Roman Catholic