

QWEANY ROSE MAGBANUA

HOTELIER / CUSTOMER SERVICE REPRESENTATIVE

Profile

Dedicated Customer Service Representative with proven track record of providing good customer service experience for both phone and in - person clients for a total of 46 months in different fields like Hotel, Restaurants, BPO Company and Freelance. Experienced in assisting clients in both Hotel & Restaurants local and international tasks such as registry, billing and more on personal assistance. BPO Company and Freelance tasks like to virtually assist with their personal and business accounts consist of multiple billing concerns, service in emergency needs and most specially resolving issues that's out of their personal knowledge. Bringing forth excellent customer service skills and an understanding of the said industries and its important terminologies.

Employment History

Customer Service Representative and Trainer at Safer Road Rescue, USA

August 2021 - January 2023

- Provided professional assistance for phone inquiries.
- Posting detailed leads of client's emergency request.
- Dispatching request as fast as I could to satisfy client and meet their expectations.
- Training qualified people within 5 days fast paced course with information and process they need to master.

Production Agent at VXI Global, Davao

August 2019 - April 2021

- Handled customer's personal and business billing and account queries
- Basic technical gadget and appliance troubleshooting
- Closing deals for sales and upgrade of service and devices

Front Desk Clerk at Grand Men Seng Hotel, Davao

July 2017 - March 2018

- Telephone operator
- Assisting all guests' needs
- Registry of guests' folio
- Assisting guests' queries
- Daily sales shift counter

Café Attendant at Xanterra Parks and Resorts, Utah

March 2016 - June 2016

- Attending guests' needs & registry or orders
- On top in maintaining cleanliness and orderliness of the workplace
- Analyzing day to day sales

Food Attendant Service Staff at Villa Margarita Catering Services, Davao

October 2014 - November 2016

- Servicing guests' exigency.
- Making sure guests are comfortable and enjoying their stay and devour.
- On top of workplace's cleanliness and orderliness.
- Ensuring all guests are delighted as they depart.

Education


Bachelor of Science


Major in Hotel and Restaurant Management

June 2013 - July 2016

Joji Ilagan Career Center Foundation, Inc.

Contact

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Skills

- Customer Service Skills
- Detail Oriented
- Organizational Skills
- Administrative Skills

Language

- English
- Filipino Dialects