

REVI CRUZ

+63 976 423 7970 | cruzrevi90@gmail.com | General Trias, Cavite

Detail-oriented professional with 3+ years of customer service experience in hospitality. Skilled in administrative support, client communication, scheduling, and data management. Tech-savvy, adaptable, and capable of providing efficient and reliable remote support as a Virtual Assistant.

TECHNICAL SKILLS

- Administrative Support
- Email & Calendar Management
- Customer Service & Client Support
- Data Entry & Record Keeping
- Phone & Chat Support
- Written & Verbal Communication
- Multitasking & Time Management
- Adaptability in Fast-Paced Environments
- Basic Knowledge of ticketing & Office Tools

WORK EXPERIENCE

FRONT OFFICE ASSOCIATE

The Bayleaf Hotel, Cavite (November 2024 - Present)

- Oversaw guest check-ins and check-outs, verifying information and processing payments efficiently
- Managed multi-line phone system, directing calls and providing courteous, professional assistance
- Coordinated room assignments and reservations with housekeeping and maintenance teams
- Handled guest complaints and special requests, ensuring prompt and effective resolution
- Maintained accurate records of guest interactions, payments, and billing in line with company policies

CUSTOMER SERVICE REPRESENTATIVE

Teleperformance (June 2024 - November 2024)

- Handled inbound and outbound customer service calls for **Booking.com** customers and accommodation partners
- Assisted guests with booking modifications, cancellations, refunds, and reservation concerns
- Resolved customer issues efficiently while maintaining service quality and company standards

- Documented customer interactions accurately in ticketing systems to ensure proper case tracking and follow-ups
- Met key performance metrics including average handling time (AHT), first call resolution (FCR), and customer satisfaction (CSAT)
- Provided clear and professional information regarding bookings, policies, and property details

FOOD AND BEVERAGE SERVICE - (BANQUETS) The Bayleaf Hotel, Cavite
(December 2022 - June 2024)

- Arranged banquet tables and seating based on event requirements
- Served food and beverages promptly and professionally
- Assisted with event setup and breakdown, including table resets
- Maintained knowledge of menu items, ingredients, and preparation to assist guests effectively

EDUCATION

BS IN INTERNATIONAL TRAVEL & TOURISM MANAGEMENT (2019 - 2023)
Cum Laude

Lyceum of the Philippines University – College of Hospitality Management

ACCOUNTANCY BUSINESS & MANAGEMENT (2017- 2019) With Honors
Philippine Christian University - Senior High School