


 Tadiangan, Tuba, Benguet

 ulyndasandiego@gmail.com

 0936 726 6944

 March 9, 2002

CAREER OBJECTIVE

Experienced in reservations and customer service, I'm ready to provide reliable Virtual Assistant support to clients worldwide. Skilled in managing email communication, booking coordination, and client relations, I aim to help businesses stay organized and efficient remotely.

SKILLS

- Strong critical thinking, problem-solving, and verbal communication skills
- Excellent customer service abilities
- Advanced computer literacy, including Microsoft Excel
- Experienced in managing hotel reservations and booking systems
- Solid administrative, data entry and coordination skills

ULYNDA ASHLEY TIBAY SAN DIEGO

WORK EXPERIENCE

Reservations Associate (Baguio and Boracay)

Azalea Hotels & Residences

AUGUST 2024 - PRESENT

- Respond to customer inquiries and process hotel reservations, modifications, and cancellations via phone call, email, Viber, and live chat in a timely and professional manner.
- Maintain up-to-date knowledge of room availability, rates, packages, and promotions to provide accurate information and optimize bookings.
- Follow up with guests as needed, create payment links, and coordinate with online travel agencies, booking platforms, and internal departments such as Front Office and Sales & Marketing to ensure seamless guest check-ins and fulfillment of special requests.

Cashier & Dining Staff

Tajimaya Charcoal Grill

JANUARY 2024 - JULY 2024

- Process and receive customer payments.
- Handle cash and card transactions and keep receipts.
- Respond to customer inquiries via email and phone call.
- Written communication such as compiling reports, receipts, bill, and other documents.
- Recording and reconciling office expenses such as staff and restaurant market expenses.

Customer Service Representative

Sitel Philippines

JULY 2022 - NOVEMBER 2022

- Handled consumer and checkwriter services.
- Engaging and patient customer service professional resolving checks and cards services type of customer inquiries.
- Handled merchant services.
- Responsible for billing, canceling, and creating funding report through email on the merchant's account.

EDUCATION HISTORY

Bachelor of Science in Criminology

2021-2023

Undergraduate - University of the Cordilleras

Senior High School - HUMSS

2019-2021

Philippine Women's University - CDCEC, Baguio Inc.