

VIRGILYN M. QUIAMBAO

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CAREER OBJECTIVE

To secure a Virtual Assistant position where I can leverage my customer service expertise, strong communication skills, and graphic design abilities to support and enhance business operations. I aim to contribute to a dynamic team while continuously developing my skills to provide efficient and creative solutions.

EDUCATION

BACHELOR OF SCIENCE IN TOURISM MANAGEMENT 2020 - 2024
Urdaneta City University, San Vicente West, Urdaneta, Pangasinan

SENIOR HIGH SCHOOL - FOOD & BEVERAGES SERVICES 2018 - 2020
Dominican College of Tarlac, Sto. Rosario, Capas, Tarlac

- With Honors

JUNIOR HIGH SCHOOL 2014 - 2018
Cristo Rey High School, Cristo Rey, Capas, Tarlac

- With Honors

WORK-RELATED EXPERIENCES

AGETYENG TRAVEL & TOURS (INTERNSHIP) January-April 2024
General Luna Road, Baguio City, 2600

Tour Coordinator

- Contacted drivers, tour guides, and accommodation providers to coordinate tour logistics.
- Provided customer service to clients, addressing their needs and ensuring their satisfaction.
- Monitored and managed the tour budget to ensure expenses stay within planned limits.
- Handled any unexpected problems or changes, and find quick solutions to minimize impact on the tour.

Sales & Marketing

- Created engaging content for websites and social media that highlights travel offers, destinations and experiences.
- Provided excellent customer service, handling inquiries and resolving issues related to travel bookings or services.
- Planned and executed advertising campaigns, including online ads, print ads, and email marketing.
- Analyzed market trends and customer preferences to develop targeted marketing strategies and promotions that aligned with business goals.
- Assisted in the development and management of the company's website and online booking system, ensuring smooth functionality and user experience.
- Followed up with clients after services were rendered to ensure satisfaction and resolve any lingering concerns or issues.

MICROTEL INN & SUITES BY WYNDHAM (WORK IMMERSION) February-March 2020
San Miguel, Tarlac, 2301

Front Office

- Welcomed and assisted clients upon arrival, ensuring a smooth check-in process.
- Answered phone calls from guests, addressing inquiries and processing requests efficiently.
- Managed reservations, room assignments, and service requests.
- Provided information about hotel amenities, local attractions, and services.
- Maintained a professional and friendly demeanor to enhance guest experience.

SPECIAL SKILLS

- Technology Proficiency
- Effective interpersonal skills for positive collaboration
- Highly adaptable in dynamic environments
- Fast learner with a positive attitude
- Exceptional customer service and communication skills focused on satisfaction and positive experiences