

# Windy Ripalda

Poblacion, Sikatuna, Bohol, Philippines  
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## Objective

Dedicated and results-oriented professional with experience in customer service, hospitality, and administrative support. Seeking a challenging role where I can leverage my skills, knowledge, and dedication to contribute to the success of an organization while enhancing my professional growth.

## Education

### Tagbilaran City College

- Bachelor of Science in Office Administration (March 2022 – May 2026)

### Butuan City School of Arts and Trades

- High School Graduate (June 2008 – March 2012)

## Work Experience Assistant Manager / Receptionist

Pahiluna Guesthouse | January 2017 – August 2025

- Manage guest bookings and reservations
- Handle guest concerns and inquiries, ensuring customer satisfaction
- Oversee housekeeping operations

## Salesclerk /Authorized Representative

Sentorias Hardware and Enterprises | November 2013 – April 2016

- Helped customers with orders and purchases
- Processed government documents and permits

## **Skills**

- Proficient in MS Word & Excel
- Computer literate
- Strong customer service and organizational skills
- Communication skills

## **Certifications & Training**

- Events Management Services NCIII | Technical Education and Skills Development Authority (Valid Until June 30, 2030)

## **References:**

**Melanie Devenosa** | +63 0963 534 7541 Receptionist  
Pahiluna Guesthouse Bohol, Philippines

**Alona Amorado** | +63 0909 531 8726  
Assistant Manager/Receptionist  
Alona Tropicana Bohol, Philippines