

## Kclyn Marie Pielago Jaicten

58 Carlock Street Cebu City Brgy. Duljo Fatima

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+63 9603562409

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## WORK EXPERIENCES

**March 13, 2023 – June 29, 2024**

### **CUSTOMER SERVICE ASSOCIATE III**

CONDUENT BUSINESS SERVICES PHILIPPINES INC.

Business Process Outsourcing

6/F Skyrise 1 Bldg. Cebu IT Park Apas Lahug Cebu City

Phone Number: 032 2381241

Account: **MARRIOTT HOTEL RESERVATIONS (Voice-US Account)**

### JOB DESCRIPTION

Answer phone calls(inbound)

Handle hotel sales reservation requests efficiently and professionally

Handle hotel inquiries and cancellations

We also have specific sales quotas and metrics that we are expected to achieve

**August 16,2019 – February 16,2023**

### **CUSTOMER SERVICE ASSOCIATE**

WIPRO PHILIPPINES

Business Process Outsourcing

Cebu IT Tower 1 Archbishop Reyes

Phone Number: 032 230 1000

Account: **UNITED AIRLINES (Voice-Travel Account)**

### JOB DESCRIPTION

Handling Domestic and International Flights

Help passengers with their flight reservations, concerns and complaints

Ensure customer satisfaction and provide professional customer support

**November 10, 2010 – August 15, 2019**

(I have accumulated 8 years and 9 months of experience in the hotel industry)

February 2019 - August 2019

**SALES ACCOUNT MANAGER**

(I was promoted after 8 years of working full-time while concurrently completing my college degree)

**CROWN REGENCY HOTELS AND TOWERS**

Corporate Sales and Admin Department

Osmena Blvd Cebu City

Phone Number: 418 8888

**JOB DESCRIPTION:**

Handling social events, travel agencies and corporate accounts

Manage Sales Activities

Supervising representatives to ensure increased sales

Preparing reports on accounts and transactions

July 2017 - February 2019

**CORPORATE SALES & BANQUET COORDINATOR**

CROWN REGENCY HOTELS AND TOWERS

Corporate Sales and Admin Department

Osmena Blvd Cebu City

Phone Number: 418 8888

July 2014 - July 2017

**FRONT OFFICE AGENT/TELEPHONE OPERATOR**

CROWN REGENCY RESIDENCES CEBU

FBTC Department

V Rama Avenue Guadalupe Cebu City

Phone Number: 2557541

November 2010 - July 2014

**ROOMS COORDINATOR**

CROWN REGENCY RESIDENCES CEBU

Housekeeping Department

V Rama Avenue Guadalupe Cebu City

Phone Number: 2557541

## EDUCATIONAL BACKGROUND

2008 - 2016	<u>COLLEGE</u> <b>Bachelor of Science in Business Administration</b> <b>Major in Marketing Management</b> Cebu Institute of Technology - University N. Bacalso Avenue Cebu City Graduated March 2016
2004 - 2008	<u>HIGHSCHOOL</u> <b>Cebu Institute of Technology - University</b> N Bacalso Avenue Cebu City Graduated March 2008
1998 - 2004	<u>ELEMENTARY</u> <b>San Nicolas Elementary School</b> Carlock Street Cebu City Graduated March 2004

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## PERSONAL DATA

Age	<b>32</b>
Nationality	<b>Filipino</b>
Birthdate	<b>February 27,1992</b>
Height	<b>5'1</b>
Weight	<b>69 kgs</b>
Sex	<b>Female</b>
Civil Status	<b>Single</b>
Birth Place	<b>Cebu City</b>
Religion	<b>Roman Catholic</b>
Skills	<b>Creativity, Teamwork, Communication</b>

## CHARACTER REFERENCES

**Sheena Dawn Plarisan**  
Team Leader  
Conduent Business Services Philippines Inc  
0962 840 7154

**Mariel Milana**  
Quality Analysts  
WIPRO PHILIPPINES  
0995 293 2138

**Emilyn Matbagon**  
Supervisor  
Crown Regency Hotel & Towers  
0969 395 2783

