



ROZZANNE JOYCE D. DELOS REYES

CAREER OBJECTIVE

To be part of an organization that provides professional growth and development.
To attain a good experience that suits to my knowledge and skills.

WORK EXPERIENCE

Telecommunications Agent

Rixos Premium Dubai (March 13, 2019 - Present)

- ❖ Receive each guest call in a professional and friendly manner.
- ❖ Ensure the proper operation of the switchboard, resulting in a fast and efficient transferring of internal and external calls
- ❖ Is aware of the daily activities and has product knowledge of all the hotel facilities
- ❖ Calling guest on queue for early check in availability
- ❖ Assisting team for due out rooms to follow up check out time via call.
- ❖ Updating, receiving and providing wake up calls
- ❖ Sending Reports (House Status, HOTSOS, Checked Out Rooms, etc.)
- ❖ Maintain effective communication with all related department to ensure smooth service delivery

Telephone Operator with Concierge duties

Armani Hotel Dubai (April 20, 2017 - September 24, 2018)

- ❖ Guest communication internal and external over the phone and e-mail
- ❖ Daily printing, reviewing of arrival and VIP list
- ❖ Booking and posting At the Top, Burj Khalifa tickets and Dubai Aquarium tickets
- ❖ Identify and explain hotel facilities and features to callers
- ❖ Wake up call and updating guest profile in OPERA
- ❖ Be always updated on the events within Dubai or in the hotel and communicate to the team and take concierge duties

Customer Service Representative

Sitel, Philippines (October 2016 - December 2016)

- ❖ Answer inbound calls within guidelines/goals established by the clients and contact center management
- ❖ Attend training sessions to maintain or improve the level of skills
- ❖ Handle problem resolutions that may require follow-up and/or escalation to a higher level of expertise
- ❖ Consistently achieve call quality score goals to assist in achieving client and customer satisfaction goals
- ❖ Maintain knowledge of client's business, products and/or services

EDUCATIONAL BACKGROUND

College Level

Bachelor of Science in Tourism Management

University of the Cordilleras, Harrison Road, Baguio City
Graduated Year 2016

Secondary Level

Sontown International Christian Academy
Sunflower Street, Navy Base, Baguio City
School Year 2009-2013

Primary Level

St. Louis University Laboratory Elementary School
General Luna Road, Baguio City
School Year 2002-2008

INTERNSHIP

Liaison with clerical duties

Philippine Airlines Express
July 12, 2016 - August 24, 2016

Tourism Intern

Baguio City Tourism Office
June 14, 2016 - July 6, 2016

CHARACTER REFERENCE

Samuel Makar – Sofitel Dubai Wafi

Royal Service Manager

✉ samuel.botros@sofitel.com

☎ +971 56 844 3380

Zuwena Sadi – Armani Hotel Dubai

Lifestyle Supervisor

✉ zsadi@armanihotels.com

☎ +971 55 607 1700

CONTACT DETAILS

☎ +971 58 198 0116

✉ joyce.delosreyes02@yahoo.com

📍 Discovery Gardens, Dubai, UAE

PERSONAL INFO

Date of Birth : February 2, 1995

Place of Birth : Philippines

Sex : Female

Marital Status : Single

Nationality : Filipino

Weight : 80 kgs

Height : 5'5

Language Spoken: English & Tagalog

ACHIEVEMENTS

❖ Institute For Hospitality Management (IFH) Certificate – Scored 100%
February 15, 2020

❖ Dubai Way Champion
(Online Assessment)
May 7, 2018

❖ National Certificate II by Technical Education and Skills Development Authority (TESDA), Philippines
Front Office Services (Valid until May 2021)
Tour Guiding Services (Valid until Aug 2020)

SKILLS & ABILITIES

- ❖ Strong communication skills
- ❖ Customer service oriented
- ❖ Fast learner
- ❖ Computer literate
- ❖ Knowledgeable in MS Office (Word, Excel, PowerPoint, Outlook)
- ❖ Highly organize
- ❖ Responsible & reliable
- ❖ Ability to work cohesively with fellow colleagues as part of a team
- ❖ Ability to focus attention on guest needs, remaining calm and courteous at all time
- ❖ Interpersonal and problem-solving abilities

*** I hereby certify that the above information is true and correct to the best of my knowledge and belief. ***