



JULIENNE MAE O. ESTOLE

PERSONAL SUMMARY

DATE OF BIRTH

November 25, 1997

ADDRESS

Metro Building, Al Barsha Dubai
UAE

CONTACT DETAILS

Mobile: +971 543863911

Email: julienne.oe@gmail.com

Enthusiastic customer service professional with 3 years of experience working between clients, customers and corporations. Skilled communicator and listener with a knack for remedying conflict, and keen organizational skills which allow for effective delivery of outstanding service. Maintain the highest level of integrity; dedicated to providing reliable and friendly service without ever compromising the reputation or competencies of the organization. Highly motivated and outgoing individual. Competent team player who can successfully inspire fellow colleagues.

REFERENCES

QUEENIELEEN ONEZ

Sales and CSE
The Venue MTM
+974 5531 4173

MELISSA PACHUAU

Cabin Senior
Qatar Airways
+974 3138 5871



WORK HISTORY

CABIN CREW

Qatar Airways | Nov 2018 - Nov 2020

- Oversee the safety, security and comfort of travelers by following strict adherence to client-centered procedures
- Identify cabin issues, both technical and operational, to ensure a smooth-sailing in-flight experience for passengers
- Ensure passenger comfort is maintained by catering to their immediate needs and their special requirements (e.g., allergies, wheelchair assistance, and unaccompanied minors).

Assistant/Secretary, Risk and Insurance Management Department

Philippine Airlines | 2017

- Clerical duties
- Ensuring timely submission of all the Department's activity related thereto
- Maintaining of records of communication and documents submitted
- Responsible for identifying, securing, and maintaining the necessary legal certifications and approvals for granting insurance for customers.



ACADEMIC HISTORY

South Mansfield College

Bachelor of Science in Tourism Management | 2014-2018

- Graduated as Latin Awardee May 2018
Hopkins International Partners Inc.
- (TOEIC) Proficiency Scale with a October 2017
total score of 830 (Advanced Working
Proficiency)
- Dean's Lister
- Drive to Achieve Awardee
- Academic Excellence Awardee
- Amember of Tourism Organization, Secretary
- Vice President of Royals Dance Crew



TRAINING/CORE SKILLS

- Initial Safety Training
- Service Excellence Program
- First Aid Training
- Exceptional hospitality skills
- Can work in a fast-paced workplace
- Excellent interpersonal skills
- Effective organizational competency
- Computer literate MSWord,Excel,andPowerPoint