



CAREER OBJECTIVE:

- Sales & Operations, Groups & Events Executive, Cluster Sales Coordinator, Sales Executive & Executive Secretary with more than 10 years' EXPERIENCE in the hospitality industry working directly for the General Manager & Cluster Director of Sales & Marketing. Possesses a strong communication skills in a variety of different ways, excellent interpersonal and organizational skills

PROFESSIONAL EXPERTISE:

- Organized and efficient with an ability to work independently in a changing and fast paced environment with several competing deadlines
- Advanced communication skills, cultural sensitivities and ability to work with diverse teams
- Excel at researching, analyzing, writing and presenting ideas and data (qualitative (documents) and quantitative numerical)
- Ability to organize, multi-task and meet deadlines in high volume and hectic paced environments
- Proficient in all Microsoft applications and presentations

WORK EXPERIENCE

Sales & Operations

January 2020 – Present

Ventures Central, Dubai, U.A.E.

- Working with the team, for sales & marketing strategies (face to face or online) in building a strategic long term relationships and partner with key industry players in all sectors, corporate/retail companies and vendors
- Coordinated effort with the team for planning, organizing & execution.
- Meeting clients (face to face or online) for upcoming events
- Responsible in sending all the required information & follow up to the corporate invites through emails & calls/whats app ahead of time (as per deadline)
- Making sure that corporate contact list are updated, invited & confirmed in product launches, product presentations, workshops, conferences, events..etc.
- Responsible in responding in all inquiries & Maintaining the updated contact details, event calendar, etc.
- To make sure target every month achieved

Groups & Events Executive

March 2016 –December 2019

Ramada By Wyndham Jumeirah Hotel, Dubai, U.A.E.

- Strong sales acumen. Will be able to convert enquiries into confirmed business.
- Qualify general inquiries, respond personally, and directs to appropriate sales person or follow-up on their behalf in a timely manner
- Reported directly to the Cluster Director of Sales & Marketing. Worked closely with key heads from the food & beverage, marketing team to create effective advertisements for each Event
- Responsible in marketing ideas/tools, artworks & wordings in Banquet/F & B Flyers
- Responsible in responding corporate leads received from website : Go Leads, Hotel Planner, Fluidmeet & Cvent (RFP)
- Maintaining the updated groups in terms of rooms & meeting/catering/events records/files/excel/contracts required for revenue meetings
- Ensure that there is a proper follow up for the upcoming groups & meetings/events/banquet(catering)
- Provide secretarial duties and designing filing systems, proper segregation of documents, as required and creating and updating clients' requirement in Opera (Blocks & Sales & Catering)
- Participate in select sales activities both on and off property
- Arrange and participate in site inspections, client functions, catering venues and familiarization tours as required
- Integrate as an effective team player with Sales and all other departments in the hotel as required
- Built strategic long term relationships and partner with key industry players, agencies and vendors

Cluster Sales Coordinator

February 2013– February 2016

ABJAR Hotels International (Holiday Inn Express Dubai Internet City, Holiday Inn Express Safa Park, Holiday Inn Express Jumeirah, Holiday Inn Express Dubai Airport, Ramada Hotel Dubai, **Ramada By Wyndham Jumeirah Hotel**– Dubai, UAE

LOREN LITANG

lorenlitang@yahoo.co.uk; Mobile: +971509589886

Sales Secretary

November 2011– January 2013

Ramada By Wyndham Jumeirah Hotel– Dubai, UAE (WYNDHAM HOTELS & RESORTS)

- Assisting and Reporting directly to the Cluster Director of Sales & Marketing. Prepares Reports on a Daily Basis. These reports are read/presented during the Morning Sales Meetings.
- Prepares FIT & Group Contracts for clients of 10 Corporate Sales Colleagues. (from analyzing clients requirements , terms and condition agreed to scanning, sending, filling and recording)
- Responsible for Maintaining and Updating Clients Database for the Department
- Responsible of updating ownership of each contracted companies both in Opera(system) and Database. The process goes on and on from the day the first contract is made to handover of accounts upon resignation of an employee, termination and change of Area of Coverage of a Corporate Sales Colleague.
- Prepares Monthly Reports in PowerPoint Format presented during the Owners Meeting
- Responsible in responding leads received from Meeting Broker (website/RFP)
- Manages Corporate Bookers Incentive Program for Ramada Hotel Dubai (Bur Dubai) and Ramada By Wyndham Jumeirah Hotel

Sales Executive

November 2010 – September 2011

Oasis Court Hotel Apartments

Bin Zayed Group of Companies, Dubai UAE

- Ensure that selling strategies are adhered to during negotiations and maximize up selling opportunities whenever possible.
- Maintaining a healthy relationship with the company's client/guest.
- Recognizing & understanding differences & trends.
- Planning for business & analyses the needs of the operation.
- Formulate corporate offer letters and yearly contracts and any other required business correspondence.
- Provide feedback on changing marketing conditions, including trends in the competition, as a result of direct sales solicitation, telephone and / or direct mail.
- Possess excellent communication skills, fluent in English spoken and written – the ability to anticipate guest needs and provide exceptional proactive service consistently.
- Strong enthusiasm and willingness to exceed the expectations of customers and colleagues.
- Meeting/appointment at least 6 client/companies a day
- To make sure target every month achieved

Executive Secretary cum Sales Coordinator

June 2009 – October 2010

Regent Palace Hotel

Ramee Group of Hotels & Resorts, Dubai UAE

- Assisting the General Manager in his schedules, travel plan arrangements (Visa arrangements, Hotel & Flight bookings) required documents for appointments and meetings and all office documentations.
- Maintain filing system, organizing and maintaining diaries for appointments
- Process confidential information with judgment and tact.
- Coordinate and liaise various issues within the organization and entities outside the organization (clients, strategic partners, etc).
- Organizing and attending meetings and ensuring the General manager is well prepared for meetings
- Taking dictation and minutes, prepares memos, inter-office communication, transfer letters, and appointment for staff and all types of communication as directed by the superiors.
- Maintains confidential files: about business, confidential memos / reports.
- Updating pertinent files and maintains documents, materials to facilitate easy retrieval.
- Screening phone calls, enquiries and requests, and handling them when appropriate
- Performs other duties that maybe assigned from time to time.

LOREN LITANG

lorenlitang@yahoo.co.uk; Mobile: +971509589886

QUALIFICATIONS

- Self-motivated with excellent time management and multitasking skills
- OASYS, FMC, Delphi, Opera (Sales & Catering) and Property Manager experience
- Expert in Microsoft Office, Excel (**Accounting**)

EDUCATIONAL QUALIFICATIONS

- University: ST. Paul UNIVERSITY, San Nicolas Campus Surigao City, Philippines
- Course: Bachelor of Science in Elementary Education Major in English
- Year Graduated: 1998-2002

Personal Details

- Nationality: Philippines
- Marital Status: Married
- Visa Status: Husband Visa (can join immediately)

CHARACTER REFERENCE: upon request

I hereby certify that the statements above are true and correct.



LOREN LITANG
Applicant