



JESICA P. BALANOBA

APPLICANT

CONTACT

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Jumeirah Beach Residences,
Dubai, United Arab Emirates

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EDUCATION

B.S. BUSINESS ADMINISTRATION

Customs Administration
Adamson University, PH
2016–2017

B.S. ACCOUNTANCY

Adamson University, PH
2011–2015

TECHNICAL SKILLS

- OPERA Property Management System
- HostNet Hospitality Software Solution
- RezGain Channel Manager
- FCS e-Connect System Report
- Microsoft Office (Excel, Word, PowerPoint)
- Outlook Mail
- Zendesk
- Zopim

OBJECTIVE

To obtain a challenging position that promotes growth in an environment wherein I can contribute my administrative, management and leadership skills and continue to develop experience in a professional community

SUMMARY OF SKILLS

Administrative
Organizational
Problem-Solving
Sales

Accounting
Customer Service
Leadership
Negotiation

WORK EXPERIENCE

SALES EXECUTIVE (Hunting Department)

Etisalat Telecommunications Premium Channel Partner – Dream Communications
Information System LLC | Business Bay, United Arab Emirates | April – August 2021

- Manages and develop professional relationship with key personnel on assigned commercial accounts at all levels by proactively assessing, clarifying and validating client needs to ensure opportunities are dealt with and closed.
- Responsible on identifying sales opportunities, networking, closing new accounts, delivering an effective sales presentations based on the client business needs and keeping a high level of engagement
- Creates a pipeline and conducts a periodic pipeline review and develop handled accounts to ensure revenue growth

RESERVATIONS OFFICER (Sales & Reservations)

City Premiere Marina Deluxe Hotel Apartments | Dubai Marina, United Arab Emirates |
March 2019 – March 2021

- Responsible for dealing with all reservation inquiries, rate requests, rate negotiations, amendments, cancellations, confirmations, information requests and special requests
- Utilizes effective upselling techniques, maximizing room revenues, advance payment requests, invoice, third party payments, filing of individual correspondence, no show reservations
- Quality control checks – duplicate reservations, ensuring complete and accurate updates of information which is critical to guests' stay experience
- Updating rate and room availability, overbooking, stop sale, daily revenue reports, forecast occupancy and store requisition

Q ASSOCIATE (Front Office)

Niyama Private Islands Maldives | Dhaalu Atoll, Maldives | September 2017 – October 2018

- Receives guest inquiries, complaints or request calls and liaise with concerned departments to ensure effective communication, immediate follow-up and solution
- Handles service recovery requests for any reservation traces for front office and guest satisfaction surveys; order taking for in-room dining
- Coordination with the local airline and hotels regarding guests' flight timings
- Responsible for itinerary preparation for the next day resort operations – arrivals, departures and room move timings; guest lists; butler and room allocations; wake up calls; scheduled excursions and special occasions; VIP profiles and amenities requests; dietary requirements; dissemination of restaurant and outlet operating hours and special offers

PERSONAL PROFILE

Nationality: Filipino

Gender: Female

Birthday: April 27, 1994

Civil Status: Single

LANGUAGES

- Filipino
- English
- Ivatan

WORK EXPERIENCE CONTINUATION

BACK OFFICE ASSOCIATE

DoorDash – Open Access Marketing Inc. | Makati City, Philippines | April – October 2016

- Responsible to all assigned communications through different sources – phone calls, emails or chat messages with regards to order assignment to drivers, reassignment of orders to another driver, compensation to drivers for cancelled orders, merchant escalations, resolving android Dasher app issues and refund process
- Facilitated assessments of driver applications

TRAININGS & CERTIFICATES

- LinkedIn Learning
 - Document Retention & Data Management
 - Operations Management Foundations
 - Strategic Planning Foundation
 - Sales Foundation
- MINOR International Hotels
 - Cross Selling & Up-Selling Basics
 - Guest Service Satisfaction
 - Problem Solving
 - Reservations Online Academy
- 4th Adamson University Leadership Congress
- Adamson University Leaders Mid-Year Assessment and Training
- First Aid Training, University of the Philippines – Ugnayan ng Pahinungod Philippine General Hospital

MEMBERSHIPS & AFFILIATIONS

- Aspirant Leader, CHIRO Youth Movement Philippines
- Treasurer and Member, Mountaineering and Exploration Society of Adamson University (MESAU)
- Assistant Teacher, ArtReach Missions Philippines

REFERENCES

MR. IBRAHIM SHHAZ

Exécutive Assistant Manager

The Nautilus Maldives

Former Front Office Manager of Niyama

Email : shihaz@thenautilusmaldives.com

Phone : +960 792 8724

MR. SINAN NIZAR

Associate Director of Human Resources

Niyama Private Islands Maldives

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