

CHARMAINE NIÑA F. BARCENAS

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Sidra Village Accommodation Zone 51, Street 980,
Building 308, Block 5.2, Ar Rayyan Qatar



• PROFESSIONAL SUMMARY

With competent background on customer service as a Client Service Associate in a bank and as Sales Account Executive on various hospitality establishments in the Philippines who excels at processing high-volume, error free transactions and adept at handling customer concerns with utmost professionalism

• PERSONAL DETAILS

Date of Birth: January 28, 1994

Nationality: Filipino

Languages: English, Tagalog

Visa: Family Visit Visa

• EDUCATION

2010-2014

BACHELOR OF SCIENCE IN TOURISM

Major in Development

Tourism Management

**Magna Cum Laude*

Ateneo de Naga University

Naga City, Philippines

• SKILLS

Customer Service ★★★★★

Communication ★★★★★

Teamwork ★★★★★

Problem Solving ★★★★★

Flexibility ★★★★★

Time Management ★★★★★

• EXPERIENCE

2016-2023

CLIENT SERVICE ASSOCIATE

BDO UNIBANK INC.

IRIGA CITY, PHILIPPINES

TELLERING

- Process basic over the counter transactions such as cash and check deposits, withdrawals, encashments, and bills payment

GENERAL SERVICES

- Process foreign exchange, remittances, sale of manager's checks checkbook reorders, telegraphic transfers and opening of cash cards

- Retrieve and Load Automated Teller Machine & Cash Deposit Machine

- Cross-sell bank products

2016

SALES ACCOUNT EXECUTIVE

THE AVENUE PLAZA HOTEL

NAGA CITY, PHILIPPINES

- Offer and sell banquet services of the hotel and assist the group before, during and after the event

2015

SALES ACCOUNT EXECUTIVE

CALIRAYA RESORT CLUB, INC.

METRO MANILA, PHILIPPINES

- Offer and sell the resort packages to groups including the accommodation, food, activities and other services

2015

FLIGHT RESERVATION SPECIALIST

STELLAR PHILIPPINES

NAGA CITY, PHILIPPINES

- Voice agent who answers to Jetstar airways passengers' concerns about their booking and flight details; cross-sell flights and add ons