

# Joan Almorfe

## **Guest Service Agent - LE ROYAL MERIDIEN**

Abu Dhabi, AE

[joanalmorfe5\\_q6k@indeedemail.com](mailto:joanalmorfe5_q6k@indeedemail.com)

0564878602

Willing to relocate

## Work Experience

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### **Guest Service Agent**

LE ROYAL MERIDIEN - Abu Dhabi, AE

July 2017 to Present

- Answer telephone calls from guests seeking to make or cancel hotel reservations. Provide guests with access to hotel services, forward in-room meal requests, and ensure that mail, faxes and packages are delivered in a timely manner.
- Answer all the Enquiries with regards to Hotel Information.

### **Waitress**

LE ROYAL MERIDIEN - Abu Dhabi, AE

March 2014 to July 2017

- Starwood/ mariott International
- Serving with standard and personalized service in club lounge for VIP and Platinum guest.

### **Medical Representative**

MEGA SCIENCES PTY LTD PHILIPPINES

December 2011 to September 2013

- A multinational pharmaceutical firm engaged in marketing its brands in the Philippines (presence in over 50 countries with subsidiaries, representative offices and affiliates) offers a high quality health for human wellness. MEGA LIFESCIENCES takes leading position a quality medicine marketer.
- Provides information to make the Doctors and other medical professionals to be more knowledgeable in new advancements in treatments, more effective drugs to provide enhanced treatment opportunities.
- Responsible in implementing sales and promotions.

### **Account Executive**

ROYAL WINGLINKS TRAVEL AND TOURS - Manila

April 2011 to December 2011

- International and domestic Airline ticketing, Hotel and Resort reservation, Passport and Visa Processing.
- Responsible in dealing, promotion of tour packages and services offered by the company.

### **delivery, collections of quality products to Doctors and Pharmacist**

BRITTON GROUP OF COMPANIES

November 2009 to March 2011

Ortigas Philippines

Medical Information Associates November 9, 2009-March 16, 2011

- An Exclusive strategic partner of GLOBAL PHARMACUETICAL COMPANIES with research capabilities, focused on creating and delivering innovative and quality products to help people lead a healthier lives.
- Responsible in implementing the sales and marketing strategies in order to deliver the desired goals of the company.
- Handles promotions, delivery, collections of quality products to Doctors and Pharmacist.

### **Reservation/ Marketing Officer**

5G TRAVEL AND TOURS, Legazpi Philippines

August 2009 to March 2011

- International and Domestic Airline ticketing/Tour Guiding
- Resort and Hotel Reservation

## Education

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### **Bachelor of Sciences in Tourism in Travel Management**

AQUINAS UNIVERSITY OF LEGAZPI

2004 to 2008

## Additional Information

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Hardworking, Proven revenue generator in all marketing conditions, strong customer relationships, Building based on service and follow through. An experienced who excels in uncovering customer and needs, providing solutions, handling complains and closing sales. And driven to succeed.