

# Rio Angielica C. Visaya



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## LANGUAGES

English - Advanced



## QUALIFICATIONS

- Customer Focused
- Positive team player with an excellent work ethic
- Flexible and dependable
- Able to quickly learn and clearly communicate regulatory guidelines.
- Prioritize work and believes in achieving excellence within the required parameter of time, cost & quality.

## PERSONAL DETAILS

Date of birth: 23/09/1994

Gender: Female

Marital Status: Single

Nationality: Filipino

Passport No: P0232334B

Notice Period: 30 days

Analytical professional with a total of 8 years in Hospitality Management, Customer Service and Facility Management. I am seeking for a company where I can contribute good values and share my learnings in helping to meet its goal.

## EXPERIENCE

### Sales Advisor- Etisalat E& (January 2024 – present)

- Guided customers in selecting telecom products tailored to their needs, driving sales and achieving revenue goals.
- Efficiently addressed and resolved customer issues by raising detailed technical tickets for prompt solutions.
- Cash Handling using NTS POS.
- Attending trainings to boost knowledge and sales skills.
- Maintained detailed sales trackers, accurately recording customer details and points achievements.
- Identified up-sell and cross-sell opportunities to maximize revenue from existing product and service lines.
- Updated customers on new product developments and special promotions to boost engagement and sales.

### Receptionist cum Invoice Controller-Inaya Facilities Management (February 2019-February 2021)- UNITED ARAB EMIRATES, DUBAI

- Welcoming the guest, answering calls
- Admin works and updating employee database.
- Knowledge in CAFM system and RAMCO system.
- Etisalat (mobile bills) billing/inventory
- Receiving and updating daily invoices in the system and excel till it reached finance department.
- Keeping track on mail, schedules, and meeting in Microsoft outlook

### Front Office Assistant cum Telephone Operator- The Oberoi Hotel (5 Star hotel) (October 2016- Feb 2019) UNITED ARAB EMIRATES, DUBAI

- Follow telephone etiquette.
- Attending calls and queries from external and internal calls.
- Keeping up to date for all guest requests at all times.
- Resolve the internal customer issue in order to improve the service.
- Provides information about hotel services to guests.
- Assists in reporting telephone equipment or service complaints and problems.

### Customer Service Agent- Cebu Pacific Air (April 2015 – June 2016)

- Undergone training to ensure the quality standards of the airport are met, utilizing the proper handling of the system designated for the airline.
- Able to perform administrative task in check-in counter and following the standards the airlines implement.
- Capable of working in a daily fast pace position not only in check-in counter but also in pre-departure area, transfer desk and arrival area.
- Establish a good customer service among passengers in meeting and exceeding their needs.
- Ensure the proper weighing of luggage, proper name, baggage fees, and prints physical tickets and boarding passes for the passenger.
- Profiling passengers before onboarding.

## EDUCATION

**Tertiary (2011 - 2015): BS in International Travel and Tourism Management**

Lyceum of the Philippines University- Batangas

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**Best Tourism Planning & Development Proposal (3<sup>rd</sup> placer)**

**Food & Beverage National Certificate holder**

**Consistent University Dean's Lister**

## PROFICIENCIES

- Proficient MS Office (Word, Excel and PowerPoint)
- Basic knowledge in Micros Opera System Reservations
- Food and Beverage Service
- Test of English for International Communication (**TOEIC**) examination scored **785pts.**
- Avaya
- Basic Knowledge in Amadeus