



# Eisyn Von Federico Lajara

Enthusiastic and eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Motivated to learn, to provide continuous growth and achieving higher excellence and service



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eisynvonlajara

## SKILLS

Supervise

Oral and Written  
Communication

Multi-Line Phone  
Handling

Reservation System

Front Desk Duties

Cashiering

Customer Service

MS Office

Faxing Paperwork

Office Administration

Credit and Collection

Administrative Support

## LANGUAGES

English  
Full Professional Proficiency

Tagalog  
Professional Working Proficiency

## WORK EXPERIENCE

### Senior Title Release Specialist Megaworld Corporation

07/2022 - 12/2022

Taguig City, Philippines

Achievements/Tasks

- Call out to clients once their Certificate of Ownership (CCT) is already available for pick up or delivery.
- Scheduling the release, addressing any concerns from home or condominium unit owners and escalating whenever needed

### Telephone Operator and Communication Supervisor Grosvenor House

02/2019 - 02/2022

Dubai, United Arab Emirates

Achievements/Tasks

- To supervise the operation of the telephone department and ensure a high level of customer service is consistently maintained.
- Maintained up-to-date knowledge with the hotel operations and coordinating with all departments in making sure that things will be done accordingly.

### Telephone Operator with experience in Reception and Reservation Royal Continental Hotel - Deira

11/2017 - 01/2019

Dubai, United Arab Emirates

Achievements/Tasks

- Attending to all guest complaints and problems and addressing it accordingly or escalation to supervisors / manager if not manageable
- To assist Reception for Check ins and Check outs as well as stay extension to guest and updating new arrival guests' profile in the system (Protel)
- To assist Reservation in managing bookings online and travel agency.

### Customer Service Representative ETON Properties Philippines, Inc.

08/2015 - 08/2017

Makati, Philippines

Achievements/Tasks

- Coordinates with various departments in ensuring that the customers' concerns are addressed in a timely manner.
- To assist clients with their payments, payment retentions and options and house update and turnovers

## CERTIFICATES

Civil Service Professional Eligible (08/2022 - Present)

Front of the House - Employee of the Month Nominee (07/2018)

Front of the House - Employee of the Month Winner (02/2020)

## EDUCATION

### Bachelor of Arts in Mass Communication Far Eastern University - Main Campus

06/2012 - 04/2015

Manila, Philippines