



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

Tourism Operations Officer I Department of Tourism Region 8

03/2024 - Present,

Taguig City, Philippines

Achievements/Tasks

- Coordinate to all Local Government Offices and Stakeholders on different areas such as events, updates of projects and follow up invitations
- In-charge of updating work directory, procurement, letters and memos and other administrative tasks required

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)

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

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

EDUCATION

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

06/2012 - 04/2015,

Manila, Philippines