

# ALLYZA JANE T. TAPIL

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**Front Office Associate and Reservations-In-Charge** with almost two years of genuine experience accommodating guests, auditing cash flow, assisting night audit, and accomplishing other front office duties. I have been praised numerous times for my fast-paced work techniques and the gentle personality I showed to my guests. I have learned the essence of handling different types of guests and mastered the ability to be flexible in any situation.

## Experience

SEPTEMBER 30, 2020 – JULY 19, 2024

**ONLINE ESL TEACHER | ACADSOC LTD. AND 51TALK | CHINA (ONLINE CLASS SETTING)**

I provided a fun interactive learning experience, gave genuine feedbacks, and prepared lesson plans for the one-on-one sessions to my foreign students. By doing so, I accumulated numerous students every day and received positive feedbacks not just from the parents but also to my employer which were a great help to increase my performance rating.

NOVEMBER 03, 2022- FEBRUARY 28, 2023

**PATIENT FACILITATOR | CEBU DOCTOR'S UNIVERSITY HOSPITAL | CEBU CITY**

I was assigned in different areas as registration officer; assisted patients in the registration process. As Cardio and x-ray facilitator; guiding patients to their assigned cardiologists and radiologists. And as Laboratory facilitator; guiding patients to their assigned medical technicians. When my supervisor evaluated my performance, she stated that I was the only probationary trainee who quickly learned the registration process which lessens the waiting time of the other patients. By doing so, me and my mentors were always commended for a job smartly done.

DECEMBER 03, 2021 – SEPTEMBER 19, 2022

**RESERVATIONS-IN-CHARGE | GOLDEN PRINCE HOTEL AND SUITES | CEBU CITY**

I was promoted to Reservations-In-Charge from Front Office Associate in just a span of four months. This promotion helped me discovered my new skill when it comes to sending e-mail etiquettes. I was also given positive feedbacks from guests for my genuine service towards them and my supervisor for the timely submission of documents. By doing so, our sales were monitored perfectly and ascending number of guests per day were accumulated.

JULY 10, 2020 – SEPTEMBER 20, 2020

**OFFICE STAFF | MAP ALVIOLA CONSTRUCTION SITE | CEBU CITY**

I was assigned as inventory clerk and recorded the day-to-day stocks and supplies received from different providers. I showcased proper documentation and achieved neat and precise reports. This led to easy pulling out of stocks.

May 03, 2019 – July 30, 2020

**FRONT OFFICE ASSOCIATE | MANDARIN PLAZA HOTEL | CEBU CITY**

I performed the check-in and check-out process quickly and precise to prevent guests from waiting too long. I mastered different techniques in handling guests and genuinely cater to everything they need. I also smoothly handled different types of complaints which led the hotel's positive feedback online and in person.

## Skills

Excellent in student interaction, great interpersonal skills, excellent time management skills, flexibility in both students and work, computer literacy, knowledge in graphic designs, fast learner, and patient

## Education

Primary: 2005-2011

**Minglanilla Central School | Poblacion Ward 1, Minglanilla, Cebu**

Secondary: 2011-2015

**University of the Visayas Minglanilla Campus | Tiber, Minglanilla Cebu**

Tertiary: 2015 – 2019

**University of San Jose – Recoletos | Magallanes St., Cebu City | Bachelor of Science in Hospitality Management General**