



DENNISE MARIE GONZAGA SESCON

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Address: Baybay City, Leyte (Willing to relocate)

EDUCATION

VISAYAS STATE UNIVERSITY – Main Campus
BS in Hospitality Management
Graduated **Cum Laude**

Baybay City, Leyte
2018 - 2022

FRANCISCAN COLLEGE OF THE IMMACULATE CONCEPTION INC
Senior High School - Accountancy, Business and Management Strand (ABM)
Graduated **Academic Awardee (High Honors)**

Baybay City, Leyte
2016 – 2018

WORK EXPERIENCE

CONCENTRIX
Customer Service Representative (CSR)

Cebu City
November 2022 – June 2023

- Managed a high volume of customer inquiries and issues via phone
- Assisted customers with billing inquiries, service activations, plan changes, technical troubleshooting, and equipment setup
- Resolved customer issues promptly and efficiently, ensuring a positive customer experience and high satisfaction ratings.
- Actively participated in training sessions to stay updated on product knowledge, service enhancements, and industry trends.
- Collaborated with cross-functional teams to escalate and resolve complex customer issues, maintaining open lines of communication.
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PRE-PRACTICUM EXPOSURES/ INTERNSHIP EXPERIENCE

IREZ PIZZA E RISTORANTE
Trainee

Baybay City, Leyte
November 2019

- Efficiently managed order-taking and customer calls for pizza delivery.
- Maintained high punctuality standards for timely service.
- Provided exceptional customer experiences, addressing inquiries and resolving issues.
- Supported team members in various tasks, including dishwashing in the kitchen.

JEAMCO ROYAL HOTEL
Housekeeping Trainee

Baybay City, Leyte
April – May 2019

- Demonstrated precision in cleaning and maintaining guest rooms, common areas, hallways, and stairways.
- Implemented efficient inventory management for guest room supplies, ensuring optimal stock levels.
- Responded promptly to guest requests, providing assistance and delivering toiletries and personal care items.
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FINANCE OFFICE (FCIC High School)
School Accountant Assistant

Baybay City, Leyte
November 2017

- Created Microsoft Excel spreadsheets for daily, weekly, and monthly financial reporting.
- Ensured accuracy in computing and recording all accounts balances.

- Maintained both digital and physical financial records for seamless accessibility.
- Demonstrated a positive attitude, respect, and willingness to assist in various capacities.

CERTIFICATES / TRAININGS

Flexible Industry Practicum – Hotel Operations
Hospitality Institute of America-Philippines Inc.

March 2022 – May 2022

National Certificate II Holder in Food and Beverage Services (NCII) December 2019 – December 2024
Philippine TVET Competency Assessment and Certification System, TESDA

SEMINARS ATTENDED

BSHM Industry Immersion Webinar Series:

- Sustainable Food System: Food Waste Management in the Hospitality Industry
- Basic Brewery & the Works: Wine Service 101
- The End-of-the-day Process: How to Perform Night Audit in Hotels
- A Virtual Training in Housekeeping NCII

Zoom Meetings, November 26, 27 and December 3, 2021

Leadership: Reinforcing Today's Hospitality and Tourism Professionals for Sustaining Excellence in the Competitive Industry

Virtual Platform, October 30, 2021

2021 Bangko Sentral ng Pilipinas Youth Summit: Ibangon natin ang ekonomiya, i-digital mo na

Bangko Sentral ng Pilipinas Facebook, Webinar, July 9, 2021

Reviving Tourism Amidst the COVID-19 Pandemic

VSU College of Management and Economics, March 3, 2021

Seminar on Hospitality Industry Systems: Point-of-Sales & Property Management System

RDE Hall, Visayas State University, Nov.16, 2019

Travel and Learn Immersion Program

Marco Polo Plaza, Cebu City, April 8, 2019

SKILLS

Good verbal and written communication
Active listening
Strong attention to details
Time management
Strong organization skills
Problem-solving
Team player
Can work independent and under pressure
Versatile and highly trainable

TOOLS

Microsoft Office Applications
Google Suite Tools
Canva
Social Media Platforms
Slack
CRM (Einstein360, ACR, Icare, NBA)