



CHELSEA NARVIOS

VIRTUAL ASSISTANT

PERSONAL PROFILE

Hotel front desk clerk and an ESL teacher looking to further career by working as a Virtual Assistant. Mature, efficient, and well-organized with proven leadership capabilities. Eager to boost company's productivity and increase efficiency. Possesses drive ambition and proficient to various office software, file and document management. 98% work efficiency in meeting deadlines set by the team.

CONTACT



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Hilongos, Leyte, Philippines,
6524

EDUCATION

**Bachelor of Science in Hotel,
Restaurant & Tourism Management**
Visayas State University
2014 - 2018

WORK EXPERIENCE

ONLINE ESL TEACHER

51Talk

April 2020 - Present

- Preparing lesson plans in accordance with students' learning needs.
- Designing and presenting educational material.
- Tailoring lessons to accommodate differences in learning style and speed.
- Evaluating students' progress.
- Preparing and disseminating progress reports at regular intervals.
- Remaining knowledgeable about and respectful of cultural differences within the classroom.
- Assisting students with their technical difficulties, where possible.

REGISTRATION OFFICER 1

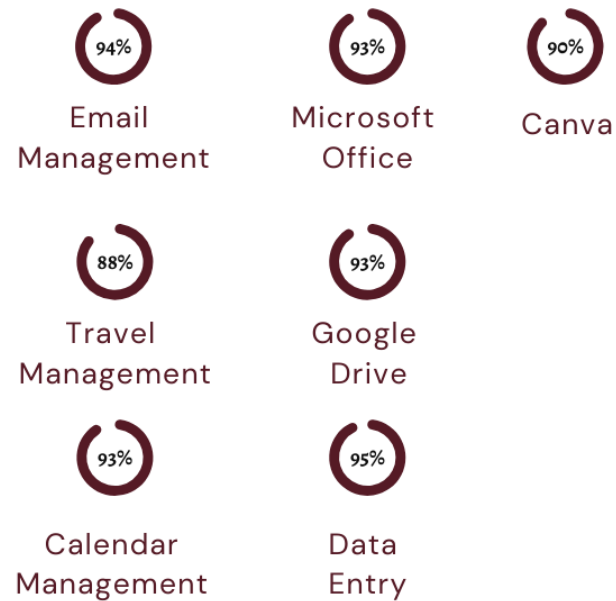
Philippine Statistics Authority

October 2020 - December 2020
(Contract of Service Worker)

- Schedules the pre-registrant and encode the demographic data of the pre-registrant in the tablet;
- After completing the interview, reviews the encoded demographic data for the completeness and consistency of entries;
- Submits daily/ monthly reports to the Pre-registration Supervisor; and
- Performs other duties that may be assigned by the Supervisor

SKILLS AND SOFTWARE

- Advanced knowledge on the following:



OTHER SKILLS

- Consistently meets deadlines
- Excellent organizational and multi-tasking abilities
- Incredibly detail oriented
- Superb written and verbal communication skills.
- Creative, problem-solver, tech savvy
- Independent, disciplined
- Experienced in using Genesis Hotel Property Management System
- Good understanding of office administration and basic bookkeeping practices.
- High-level of customer service and understands the importance of confidentiality.

HOTEL FRONT DESK CLERK

Mandarin Plaza Hotel

Cebu city, Philippines

September 2018 – January 2020

- Serve's as first guests' point of contact and manage all aspects of their accommodation.
- Perform all check-in and check-out tasks
- Register guests collecting necessary information (like contact details and exact dates of their stay)
- Manage online and phone reservations
- Monitor, organize and forward emails.
- Answer all client questions and incoming calls.
- Redirect phone calls to the appropriate department and take down messages.
- Responsible for taking payments from customers, making change, and giving receipts.
- Schedule transportation for guests
- Respond to clients' complaints in a timely and professional manner
- Follow company policies and procedures
- Track and order office equipment and supplies.
- Maintain records and files.
- Oversee the office budget.