

Aliza Jessica N. Libang



Al Hatta Street, Safa Express Building,
Electra Road, Abu Dhabi, UAE



+971 54 577 2915



alizalibang@gmail.com

CAREER OBJECTIVE

Seeking a challenging career with a progressive organization by being able to continuously learn and improve my skills and knowledge needed to push both the company and myself forward into success.

EDUCATION

Bachelor of Science in Tourism Management
(2015-2019)

La Consolacion College Tanauan
A. Mabini Ave., Tanauan City, Batangas, Philippines

PERSONAL SKILLS

- Good verbal and written communication skills
- Motivated and always willing to learn
- Flexible and adaptable
- Problem-solving abilities and highly organized
- MS Office Proficiency
- Online Travel Agency System Management

PERSONAL DATA

Date of Birth: September 20, 1999

Civil Status: Single

Nationality: Filipino

Gender: Female

PRE- PROFESSIONAL EXPERIENCE

On the Job Trainee (December 2018 - March 2019)

Terminal Operations Group – Terminal 1
Manila International Airport Authority

Event Class Manager (1st semester S.Y. 2017)

10th Annual Convention of LCCT
La Consolacion College Tanauan

On the Job Trainee (March 2017 - May 2017)

Housekeeping Department
Belmont Hotel Manila

REFERENCE

Available upon request.

PROFESSIONAL EXPERIENCE

Front Office Supervisor

(September 1, 2022 – July 28, 2023)

Bravo Tanauan Hotel

- Primarily supervises team members to ensure efficient and smooth producing guest's excellent feedback and satisfaction
- Always ensure outstanding customer care. Resolve crucial or serious problems and complaints in a quick and efficient manner to maintain a high level of customer satisfaction and quality service.
- Allocate rooms to expected arrivals after checking the guest's preferences and special requests.
- Maintain attendance controller records and send to the Human Resources department every cut-off
- Prepare operational and sales report for Manager and Accounting to review.

Front Office Assistant Supervisor

(January 1, 2022 – August 31, 2022)

Bravo Tanauan Hotel

- Maintain awareness of rate levels to be sold daily and occupancy levels to target goals.
- Assist with interviews. Conduct orientation for trainees about front office standard operating procedure and policies.
- Evaluate the performance of their team members and conduct a verbal and written performance evaluation

Front Office Team Leader

(March 16, 2021 – December 31, 2021)

Bravo Tanauan Hotel

- Leads and monitor team to achieve goals and contributes to the growth of the organization.

Front Desk Attendant

(October 9, 2019 – March 15, 2021)

Bravo Tanauan Hotel

- Open and sort office mail.
- Answers inquiries from potential guests and accepts hotel reservations. Prepare room and event proposal for inquiries.

I hereby certify to the truthfulness of above information to the best of my knowledge and belief.


Aliza Jessica N. Libang

Applicant