



## CONTACT



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Calamba, Philippines

## SKILLS

Administrative Work

Data Entry

CRM Administration

Web Research

Calendar/Email Management

Travel Arrangements

Customer Support

Inbound/Outbound Calls

Lead Generation

## EDUCATION

### BACHELOR OF SCIENCE IN INTERNATIONAL TRAVEL AND TOURISM MANAGEMENT

*Lyceum of the Philippines University-Manila*

2018-2022

- TESDA NCII Food and Beverage Services
- Certificate of Course Completion for University of Pennsylvania's English for Career Development Through The US Embassy in the Philippines
- Professional Development Certificate of The Managing Diversity in a Multicultural Workplace for The American Hospitality Academy
- OPERA MS

Hard-working, Reliable, and proactive. I am always excited about new challenges. eager to keep growing and evolving in my profession. Constantly developing new skills and abilities.

## WORK EXPERIENCE

### Research & Support Coordinator- Virtual Assistant

*Real Estate Support Services*

(Sept 2022- Feb 2023)

- Real Estate
- Zoho CRM
- Lead Generation
- Data Entry
- Outbound Calls
- Property Management
- Administrative tasks

### Travel Agent- Virtual Executive Assistant

*Travel Agent Support Services*

(Feb 2022- Jan 2023)

- Travel Arrangements/Management
- CRM
- Data Entry
- Email Marketing
- Microsoft Excel
- File Organization

### Customer Care Specialist

*Hotel Reservations Support Services*

(Mar 2022- Sept 2022)

- Customer Service
- Hotel Reservations
- Inbound Calls

### Travel Care Professional

*American Express Travel Support Services*

(Nov 2021- Feb 2022)

- American Express Travel US Based
- Inbound Calls for Elite Customers
- Flight Booking (Sabre GDS)
- Car and Hotel Reservation (Expedia)

### Customer Service Representative

*Macy's Customer Service Support Services*

(Aug 2021-Nov 2021)

- Macy's Customer Service US Based
- Inbound Calls