

DAVID JOSHUA INGUA



SUMMARY

With a solid background in client service and sales, I am transitioning to software development, bringing skills in problem-solving, process optimization, and project management. At Discovery Primea, I excelled as a Guest Services Associate, managing guest transactions, optimizing reservation processes, and achieving notable recognitions. My role at Intercontinental Hotels Group further developed my ability to navigate complex systems and exceed sales quotas, while my last job at Quest Hotel Tagaytay has honed my skills in managing large accounts and delivering exceptional service.

My career shift to web development is driven by a passion for technology and a desire to apply my analytical skills in creating innovative solutions. I am eager to leverage my experience in optimizing workflows and handling complex requirements to contribute effectively to web development projects and teams.

CONTACT

Address: Las Pinas City, 1745

Phone: 09363357540

Email: inguadavidjoshua@gmail.com

SKILLS

- Results-driven achiever
- Business Development
- Innovative Problem Solver
- Operational Efficiency
- Analytical Thinking
- Detail Oriented
- Ability to work well in a fast-paced environment.

EXPERIENCE

UPLIFT CODE CAMP

Frontend Developer Bootcamp

February 2025 to July 2025

- Gained proficiency in HTML, CSS, JavaScript, ReactJS and Git.
- Developed projects showcasing mastery in HTML, CSS, JavaScript and ReactJS.
- Collaborated with different developers in developing a project using Git.

QUEST HOTEL TAGAYTAY – FILINVEST CORPORATION

Sales Coordinator

May 2022 to May 2023

- Managed major accounts for government and private sector clients.
- Consistently met and exceeded sales quotas.
- Prepared tailored contracts and proposals to meet client needs.
- Developed strong communication skills through interactions with key decision-makers.
- Gained proficiency in MS Excel and knowledge in P&L analysis.

INTERCONTINENTAL HOTELS GROUP

Makati City, Philippines

Reservations Sales Specialist

September 2021 to March 2022

- Provides industry-leading reservation solution.
- Meets & Exceeds sales quota.
- Navigates multiple web-based system while managing various work streams, providing an enhanced guest experience.

DISCOVERY PRIMEA

Makati City, Philippines

Guest Service Associate

November 2018 – April 2020

- Managed all hotel guests' transactions from check in to check out while providing the highest standard of customer service.
- Monitored all inquiries for reservation and managed all communication with clients for hotel rates and assisted to increase revenue through occupancy.
- Developed and maintained effective professional relationship with all clients and provided assistance on phone, email and in person.
- Administered and performed all cashier functions and performed efficient cash drawer and ensured accuracy in calculating all credit card payments.
- Monitored all operations and ensured compliance to all quality assurance standards when dealing with customers.
- Effectively handled guest complaints

EDUCATION

BSBA Major in Marketing & Advertising, 2018

De La Salle University - Dasmarinas

REFERENCES

References will be available upon request.