MARIA UMALI

SOCIAL MEDIA MARKETER
GUEST RELATIONS ASSOCIATE
CUSTOMER SERVICE/SUPPORT PERSON
WEB DESIGNER/DEVELOPER

WORK EXPERIENCE:

PUBLIC RELATIONS OFFICER/FRONT DESK OFFICER

El Rio y Mar Resort (Coron, Busuanga, Palawan, Philippines) | 2018 - 2019

-monitor daily bookings and resort operations
- analyze feedback from resort survey sheets and online reviews and address immediate solution/improvement
- manage resort social media handles (Facebook, Instagram) and create content for easy walk-through of resort accommodation, etc.
- respond to client emails/social media messages/ telephone inquiries about resort amenities, facilities, conveniences, etc.
- provide genuine and world-class quest service experiences
- anticipate guests unstated needs
- promote hotel amenities, conveniences and tours
- conduct orientation to arriving guests and coordinate room arrangements/requests
- actively listen to and resolve guest complaints
- coordinate and manage communication between guests and staff to ensure a resolve to guest concerns
- establish friendly relationship with regular resort clients

JAPANESE LANGUAGE INSTRUCTOR

Yuno Japanese Learning Center (Quezon City, Manila Philippines) | 2016 - 2018

- teach the basics of Japanese to beginners, starting with the culture of Japan, its history, and it's writing system
- teach in a progressive manner
- give techniques on learning and give exercises to help enhance student's learning and understanding
- students range from 7 - 68 years of age

FEMALE VOICE ARTIST

Rarejob Philippines Inc. (Quezon City, Manila, Philippines) | 2016 - 2018

- record daily news articles in a neutral female voice
- research and listen to proper American English or neutral English to ensure recording is perfect
- recordings are used as reference to proper pronunciation and intonation by Japanese students

MORE ABOUT ME:

I am an experienced Social Media Marketing Associate and Front Desk Officer seeking a career in the hospitality industry as a Guest Relations Officer or Social Media Marketing Manager, the Customer Service Industry as a Customer Service Representative/Customer Success Agent, or an entry-level web development/design position.

SPECIALIZATIONS:

-Social Media Integration
-Social Media Marketing
-Guest Relations Management
-Customer Service Management
-HTML, CSS
-CRM
-Voice Acting
-Events Hosting

GET IN TOUCH:

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Facebook: facebook.com/mariiaumalii
Instagram: @third.world.mermaid
Websire: https://mariaumali.github.io/About-Maria

WORK EXPERIENCE:

COPYWRITER / ACCOUNT EXECUTIVE

Global Visions Events and Marketing (Pasig City, Manila, Philippines) | 2015 - 2016

- kept track of bids from different Filipino companies such as Johnson&Johnson, Mondelez, Philip Morris Inc., San Miguel Food Corp., Nestle Philippines and more
- conceptualized themes and designs for various parties, product launches, pop-up booth designs, POS and POP materials
- write script/program flow for corporate events and weddings
- conceptualized POS and POP designs for various Nestle Brands based on shopper insights, purchasing paths
- polished designs and campaigns with different Key Accounts and channel distributors

EDUCATION

A.B. COMMUNICATION ARTS

The University of Santo Tomas | 2011 - 2015

- bachelor's degree holder
- 2nd runner-up for Marketing Communications Competition (Nestle Milo)
- participated in John Robert Power's Personalty Development Seminar

INTERNSHIP

RESEARCHER

GMA Network (Quezon City, Manila, Philippines) | 2014

- did extensive research for news stories and contacted key subjects for interview/point of information regarding current issues in the Philippines and for upcoming weekly episodes
- brainstorm stories and program flows

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SKILLS AND ATTRIBUTES

- Native Proficiency in English & Tagalog
- Conversational Proficiency in Japanese
- Excellent Interpersonal Communication Skills
- Attention-to-detail
- Ability to work under pressure and with minimal supervision
- Proficient in MS Office (Word, Powerpoint, Excel)
- Web Development (HTML, CSS, Bootstrap, some JavaScript)
- SEO Expert
- Knowledge in Social Media Integration (Facebook Marketing, ManyChat, Mailchimp, Wordpress, Canva, amoCRM, Airtable)
- Excellent Email Personalization skills
- Resourceful
- Great Organization skills
- Fast Learner
- Versatile
- Practical
- Solid Work Ethics
- Resilient
- Down-to-earth

REFERENCES:

Ana Lee Escudero - Catibog
(First Vice President/COO of GMA Kapuso Foundation, GMA Network Inc., Quezon City)

Menchie Almirol - Winkelhausen
(Resort Manager of El Rio y Mar Resort, Coron, Palawan)

Kayla Mayo
(Writer at Rarejob Philippines Inc., Quezon City)

(Please ask me for their contact details!)