

MATTHEW LUKE GUPONG

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Detail-oriented professional looking to experience office admin, clerical, and handling client communications, to work for a company with a clear mission statement and room for long-term growth.

EDUCATION:

Bachelor of Science in Tourism Management

University of Mindanao, Davao City Philippines

CORE COMPETENCIES:

- Microsoft Office – Excel / Word / Power Point /Outlook
- Operating systems
- Data Entry
- Types 70 WPM
- Problem solving
- Communications skills
- Estimating and budgeting (Office Petty Cash)
- Team Leadership and support
- Customer relation management

RECOGNITIONS / CITATIONS:

- **President, Union of Future Tourism Student**
University of Mindanao 2017
- **Faculty Awardee for Academic Excellence**
University of Mindanao 2017
- **Active Member, University Society Leadership**
University of Mindanao 2017

PERSONAL DETAILS:

- Male, Single
- 25 years old, Filipino National
- Tourist Visa - Validity 9th Feb 2024
- **Joining Availability : Immediately**

PROFESSIONAL EXPERIENCE:

Freelance Event Coordinator

Davao City, Philippines 2017 - 2022

- Successful planning, organizing and managing variety of both public and private events, demonstrating adaptability and meticulous attention to detail.
- Coordinate with suppliers, scout locations, and design event venues, contributing to overall client satisfaction.
- Efficiently manage multiple projects simultaneously, demonstrating strong project coordination skills.

Customer Service / Sales Representative Soling Pot Supply Co.

Davao City, Philippines 2014 - 2017

- Lead, communicate and motivate a team to optimum performance levels to achieve targets contributing to company's objectives.
- Act as a role model to others whilst striving to achieve high standards of performance and customer service.
- Challenge processes and procedures, identify and implement improvements to enhance customer experience and improve operational efficiency.
- Build effective relationships with clients, communicate all information clearly and in a timely manner.
- Conduct inbound /outbound calls, emailing, face to face inquiries, monitoring social media reviews and interact with clients.
- Proactive approach in handling escalated complaints according to the complaint management policies and procedures.