

**GLORIA S. SOLIS**  
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### **CAREER GOAL**

- To enhance my marketing skills and contribute with the growth of the company through my expertise in recruiting manpower for a specific job.
- To positively contribute to the growth of the company by using and sharing my knowledge, skills and experiences in Marketing, Customer Relationship and Management in the industry of Food & Beverages.

### **SKILLS & KNOWLEDGE**

- Extensive knowledge in different computer applications such as Microsoft applications.
- Can converse and write proficiently in Chinese Mandarin, English and in Filipino, as well as other languages such as Pangasinan and Ilocano.
- A spontaneous, detailed person and competent leader with a good background in PR and willing to learn, trustworthy and responsible.

### **EDUCATIONAL BACKGROUND**

#### **MANDARIN LEARNING CENTER CHINESE CULTURE**

Chienkou South Rd., Taipei City, Taiwan  
August 2004- September 2007

#### **LYCEUM NORTHWESTERN UNIVERSITY- Bachelor of Arts Major in English**

Dagupan City, Pangasinan  
1986-1991, October

### **WORK EXPERIENCE**

**Soto Teppanyaki & Fusion Sushi – February 16, 2024-June 2, 2024**  
**Grande Prairie**  
**Alberta, Canada**

**Position: Food and Beverage Server**

#### **Responsibilities:**

- Greet patron, present menus, make recommendations, and answer questions regarding food and beverages products;
- Take orders and relay to kitchen and bar staff;
- Recommend wines that complement patron's meals;
- Serve food and beverages;
- Present bill to patrons and accept payment;
- May order and maintain inventory of wines and wine glassware.

#### **IGT Technologies Philippines - August 2021- November 2023**

**4F/ATC Corporate Center**  
**Alabang Town Center, Madrigal Ave,**  
**Muntinlupa, Philippines, 1799**

**Sales Over the Phone Bilingual Agent -CN/EN Speaker**

#### **Responsibilities:**

- Aid the customers regarding their inquiries about the booking process of Agoda or anything about the property that the customers are interested in booking with.
- Convert customers' inquiries about property into sales (successful booking).

## **Special Project Chamaeleon (PCML)**

### **Responsibilities:**

- Replying to emails to the customers regarding their concern and request about their booking.
- Providing a good resolution for customers' complaints or requests.
- Respond to KR emails by using Unbabel tools for translation from KR to EN or EN to KR language.

## **CEX-GEO Analyst (CN)**

### **Responsibilities:**

- Extracting Raw files from Meta base for DSAT and CSAT for scrubbing
- Sending DSAT and CSAT coaching for my handled Team Captain nor Team Manager for CN agents
- Doing Calibration listening for agents DSAT and discussed the opportunities of agent to correct for the right process.

## **J-M-H Int'l. Manpower Agency Inc. - September 2018 – July 2021**

**Rm 401 & 601 1563 AP Bldg. Agoncillo St. Cor. Pedro Gil St.**

**Malate, Manila**

**Position: Marketing Staff**

### **Responsibilities:**

- Liase with managers and clients to understand marketing requirements.
- Plan and create advertising campaigns to meet marketing strategy
- Building the company image, developing strategies to promote the services and providing information about those services to all interested parties.

## **Elma's Lechon Restaurant - January 2016 - August 2018**

**Joe de Venecia Rd, Dagupan City, Pangasinan**

**Position: Cashier**

### **Responsibilities:**

- Assist customers and process transactions.

## **November 2013- December 2015**

**Position: Server / Waitress**

### **Responsibilities:**

- Greet patron, present menus, make recommendations, and answer questions regarding food and beverages products;
- Take orders and relay to kitchen and bar staff;
- Serve food and beverages;
- Present bill to patrons and accept payment;

## **Lenox Hotel - January 2010- August 2013**

**Rizal St. Dagupan City Pangasinan**

**Position: Room Attendant**

### **Responsibilities:**

- General cleaning and maintenance duties.

## **REFERENCE**

**Available Upon Request.**