

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.