

I am an adaptable and results-oriented professional with a strong background in Hospitality Management. Passionate about technology, I seek to leverage my skills and enthusiasm to make a meaningful impact in the Tech industry. My ability to thrive in a fast-paced dynamic environment, coupled with my eagerness to learn positions me well for success in this new venture.

## Skills and Tools

Technical Skills	Key Strengths	Certificates:
<ul style="list-style-type: none"><li>HTML5</li><li>CSS3</li><li>JavaScript ES6</li><li>React</li><li>Express</li></ul>	<ul style="list-style-type: none"><li>MySQL</li><li>Node</li><li>Python</li><li>Microsoft 365</li></ul> <ul style="list-style-type: none"><li>Problem-solving / Analytical</li><li>Attention to detail</li><li>Time management</li><li>Discipline</li><li>Collaboration</li><li>Team player</li></ul>	<ul style="list-style-type: none"><li>Databases and SQL for Data Science with Python</li><li>Microsoft Excel Training</li></ul>

## Portfolio

● Website Portfolio | <https://bit.ly/3VZcpbd>



A self-introductory website that showcases my tech background, minor projects, educational attainment, and contact details.

Technologies:

- HTML5
- CSS3
- JavaScript ES6

● Planner | <https://bit.ly/6VZcpbd>



A web application that combines a to-do list and a shopping cart. The goal was to create a user-friendly tool for managing tasks and organizing shopping items.

Technologies:

- HTML5
- CSS3
- JavaScript ES6
- React
- Express
- MySQL
- Node

## Experience

● Customer Relations Ambassador | Robinsons Land Corporation Residences (2022-Present)

- Collaborated with different resolution groups in resolving complex customer concerns and requests efficiently, **achieving the customer-centricity goal of the business unit**
- Created comprehensive reports using Microsoft Excel and PowerPoint that helped our department identify pain points and formulate actions that provided **permanent solutions**
- Coordinated communications that improved turnaround time of Salesforce tickets resolution significantly up to 4% **exceeding the business unit's goal of 90% TAT**
- Assisted in operations by streamlining the process of a specific task
- Achieved Customer Satisfaction rating of **4.8 out of 5**, Net Promoter Score of **82%**, and Ticket Resolution of **96% within turnaround time** (1,487 tickets over 1,549 total tickets handled)

## Education

● San Sebastian College-Recolletos, Manila (2018-2022)

- Bachelor of Science in Hospitality Management (Major in Hotel and Restaurant Management)
- Graduated with Latin Honor - Cum Laude