HANNAH DENISE FONTANILLA DELA VIÑA

Unit 5P Tower 4 Avida Towers, Felix Huertas St., Santa Cruz, Manila
hannahdelavina@gmail.com
+63 905 779 7050



Career Objective

Seeking a position where I can continue to utilize my full potential, expertise, knowledge and skills in Tourism Management field with opportunity for growth and advancement.

Educational Background

Tertiary – Bachelor of Science in Tourism Management
Far Eastern University (2011-2015)

Work Experience

Passenger and Customer Relations Assistant
Public Affairs Department
Manila International Airport Authority
October 26, 2015 – October 31, 2020

ASSISTANT UNIT

- Provide meet and assist service to VIPs such as President of the Philippines, Members of the first family, Cabinet & Senate Members, Ambassadors and their foreign counterpart, and also includes VIPs from private entities
- Assist special passengers such as undergone surgery, unaccompanied elderly, unaccompanied minors and students who are departing and arriving at the premier airport
- Conducts ocular and familiarization tour to guest, students and private companies
- Participates in the arrangement and preparation of Authority's special events and activities
- Performs other related functions as may be required.

LOUNGE MANAGEMENT UNIT

- Mans and maintains the VIP lounges and sees to it that it is properly arrange and orderly
- Oversee the cleanliness and orderliness of the VIP Facilities as well the furniture, equipment, supplies and commodities
- Act as support staff during emergency situations at the NAIA Terminals

CONCIERGE UNIT

- Mans the Information Counter at the NAIA Terminals
- Answer inquiries of customers related to airport operations
- Extends information assistance to airport users

DOCUMENT CONTROLLER

- Prepares Monthly Performance Reports, Memorandum and other administrative requirements
- Keep, sort, index, files, maintains official papers and documents relating to the operations and activity of the office
- Performs liaison work with other offices, divisions and departments for the Authority's and other government agencies
- Performs other related functions as may be required

Seminars Attended

Filipino Brand of Service Seminar for NAIA Partners
The Heritage Manila
May 24, 2019

Enhance Text Messaging Alert System (TMAS)
NAIA Terminal Conference Room
August 11-12, 2017

5S Orientation Seminar
ASTI Training Room International Cargo Terminal Bldg.,MIA Road,
Pasay City – May 24, 2016

Service Excellence Workshop
ASTI Training Room International Cargo Terminal Bldg.,MIA Road,
Pasay City – March 29, 2016

Internship

Philippine Airlines, International Philippines Refunds Division
PNB Financial Center, Macapagal Boulevard, Pasay City
December 2014 – January 2015

Protected Areas and Wildlife Bureau
North Avenue, Diliman, Quezon City
April 2013-May 2013

Honors and Awards Received

Cum Laude
Far Eastern University - BS in Tourism Management
April 30, 2015

Amadeus Validation Exam Passer
February 28, 2013

Certificates Received

Certificate of Eligibility
Civil Service Commission

Certificate of Completion
Introduction to Front Office Services
Technical Education and Skills Development Authority (TESDA)

Certificate of Completion
Providing Front Office Services
Technical Education and Skills Development Authority (TESDA)

Core Competencies

- Proficient in MS Office Operations, and the Internet
- Good interpersonal and Communication skills
- Quick learner with minimal supervision
- Goal Oriented and Effective at multi-tasking
- Dedicated, flexible and hardworking individual

Character References

MS. MARIA CONSUELO I. BUNGAG
Officer-In-Charge, Public Affairs Department
Manila International Airport Authority
+63 917 126 4682

MS. FELICIANA J. SANTOS
Officer-In-Charge, Public Affairs Division
Manila International Airport Authority
+63 920 906 5324

MR. GAVINE V. MIRADOR
NAIA Terminal 1 & 4
Terminal Supervisor – Public Assistance Division
+63 977 839 4816

I hereby certify that the above information is true and correct to the best of my knowledge and belief.

Hannah Denise F. Dela Viña

Applicant