

CONTACT DETAILS

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Al Mansoura, Doha, Qatar /
Quezon City, Philippines

PERSONAL DETAILS

Nationality	: Filipino
Language	: English and Filipino
Visa Status	: Employment Visa / Transferable Visa with NOC

PROFESSIONAL SKILLS

- Developing and enforcing standards, best practices and workflows for staff.
- Addressing the concerns, questions, and complaints of clients or customers.

SKILLS

- Knowledgeable in Opera
- Microsoft Office
- Basic Graphic Design (Canva)
- Email Management
- Mailchimp
- E-commerce Management

KATHRIN T. CANDO

Front Office Management | Customer Service | Opera Management

Attentive, courteous, and reliable customer service professional with over 11 years of experience dealing with different clients regardless of their nationality or skin color. Ability to listen and to problem solve and manage time pressure calmly.

WORK EXPERIENCES

SALES EXECUTIVE — **Grand Regency Hotel by Wyndham**
Aug 2023 - Present — Doha, Qatar

- Identifying new contacts and developing new sales leads.
- Assist in booking guest reservations, events, and meeting rooms.
- Assist and resolve clients' concerns and complaints.
- Clerical and Admin Tasks.

SALES EXECUTIVE — **Lifeone General Trading, W.L.L.**
July 2022 – July 2023 — Doha, Qatar

- Responsible for cold calling and visiting prospects on location.
- Efficiently respond to clients' inquiries in person, via phone, and email.
- Interact with 10+ potential clients daily and existing customers to purchase companies' products.
- Maintaining good relationships and building rapport with clients.

FRONT DESK SUPERVISOR — **Seda Hotels (Pre-Opening Team)**
July 2018 - June 2022 — Front Office Department, Cebu City, Philippines

- Prepares and documents accurate shifts and daily reports.
- Provides coaching to newly-joined employees as required.
- Anticipates guests and hotel needs by constantly evaluating the hotel environment and guests for cues.
- Ensures efficient handling of all arriving and departing guests.
- Applies and demonstrates all front office supervisor skills and competencies.
- Anticipating and addressing guests' needs, and resolving their problems and complaints.
- Communicates and describes the service concept accurately and consistently.

EDUCATIONAL BACKGROUND

Bachelor of Science in Hotel and Restaurant Management
Dr. Carlos S. Lanting College
Quezon City, Philippines
Bachelor's Degree, March 2011

ACHIEVEMENT

Employee of the Month – January 2016

Red Planet Hotels

Quezon City, Philippines

FRONT OFFICE AGENT — **Red Planet Hotels**
September 2014 - April 2018 — Front Office Department
Quezon City, Philippines

- Employee of the Month - January 2016
- Maintaining a high level of product knowledge of the hotel and the surrounding area.
- Collaborating and communicating with other internal departments to ensure guest satisfaction.
- Posting charges to appropriate guest accounts.

VIP ADMIN/HOST — **Resorts World Manila**
February 2013 - May 2014 — VIP Department
Pasay City, Philippines

- Worked directly with the senior management, arranging their meetings, flight bookings, hotel reservations, and appointments daily.
- Handled emails, and incoming and outgoing telephone calls with a customer satisfaction score of over 89% by the end of 2013.
- Offer an array of complimentary, such as free rooms and meals at the casino that are meant to entice high rollers to come and gamble.

CASINO AGENT STAFF — **Waterfront Manila Pavilion Hotel and Casino**
March 2011 - January 2013 — Manila, Philippines

- Multitasked by flexibly fulfilling necessary roles.
- Performed administrative and clerical tasks.
- Facilitated rebates of over 91% by the end of 2011 and 2012