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| **LEAH CAPILI TOLENTINO**  **CONTACT**  **Address:**  Al Jafiliya, Dubai, UAE  **Phone:**  +97156-8376714  **Email:**  **xrisli03@gmail.com**  **SKILLS**  Computer literate  Communication Skills  Teamwork Skills  Organizational Skills  Researching Skills  Able to deal with guests and customers in a friendly, tactful, courteous manners. |  | **OBJECTIVE**  To secure a responsible and challenging career opportunity to fully utilize my skills, while making a significant contribution to the success of the company.  **WORK EXPERIENCE**  Desert Safari Reservation and Operations  DUBAI LEISURE HOLIDAYS LLC  Sheikh Zayed Rd. DNIC Bldg. RAK BANK  Nov 2015 – Apr 2017  Oct 2022 - Present  Desert Safari Reservation and Operations  ARABIAN NIGHTS TOURS LLC  Sheikh Zayed Rd. Al Wasl Bldg. Dubai  Sep 2014 – Oct 2015  Responsibilities:   * Desert Safari and all kinds of excursion bookings. * Customer Service * Invoicing * Back office duties * Monitor and coordinate car disposals for Desert Safari. * Coordinate with all the excursions suppliers.   Operations Assistant  TRAVCO LLC  Dubai, UAE  Apr 2012 – Apr 2014  Responsibilities:   * Data Entry * Invoicing * Handling bookings for all the excursions transfers. (B2B clients) * Handling bookings for Airport transfers. * Monitor and coordinate with all the drivers, clients and suppliers. * Handling bookings for all kind of excursions and restaurant bookings.   Administrative Assistant / Receptionist  TRAVCO LLC  Dubai, UAE  Aug 2011 – Nov 2011  Responsibilities:   * Answer all incoming calls and handle inquiries whenever possible. * Re-direct calls as appropriate and take adequate messages when required. * Manage office databases. * Responsible for incoming and outgoing couriers. * Record filing * Assist Admin Managers and other staff as requested.   Golf Reservation Agent/ Receptionist  SHARJAH GOLF AND SHOOTING CLUB  Sharjah, UAE  Nov 2008 – June 2010  Responsibilities:   * Greeting, receiving, welcoming and registration of members and guests. * Answer incoming calls in a prompt and professional manner. * Responsible for tee time booking. * Assist and organize Golf Competitions and Championships. * Handling cash. * Reports end-of-the day sales. (POS, Excel sheet report)   Call Center Agent  CYBER CITY TELESERVICES LTD.  Clark, Pampanga  Aug 2006 – Aug 2008  Responsibilities:   * Handling Inbound Account for Credit Card application * Telemarketing / Tele-sales for Credit Card Protection * Use an effective approach to handle special telephone tasks like call transfer, taking messages, holds, interruptions and unintentional disconnects. * Effectively deal with job stress, angry callers, and upset customers. * Identify voice skills and how to enhance a good telephone presentation.   **EDUCATION**  Bachelor Degree of Computer Science, Tarlac State University  2000 - 2004 |