|  |  |  |
| --- | --- | --- |
| **LEAH CAPILI TOLENTINO****CONTACT** **Address:**Al Jafiliya, Dubai, UAE**Phone:**+97156-8376714**Email:****xrisli03@gmail.com****SKILLS**Computer literateCommunication SkillsTeamwork SkillsOrganizational SkillsResearching SkillsAble 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 OperationsDUBAI LEISURE HOLIDAYS LLCSheikh Zayed Rd. DNIC Bldg. RAK BANKNov 2015 – Apr 2017Oct 2022 - PresentDesert Safari Reservation and Operations ARABIAN NIGHTS TOURS LLCSheikh Zayed Rd. Al Wasl Bldg. DubaiSep 2014 – Oct 2015Responsibilities:* 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 AssistantTRAVCO LLCDubai, UAEApr 2012 – Apr 2014Responsibilities:* 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 / ReceptionistTRAVCO LLCDubai, UAEAug 2011 – Nov 2011Responsibilities:* 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/ ReceptionistSHARJAH GOLF AND SHOOTING CLUBSharjah, UAENov 2008 – June 2010Responsibilities:* 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 AgentCYBER CITY TELESERVICES LTD.Clark, PampangaAug 2006 – Aug 2008Responsibilities:* 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 University2000 - 2004 |