

JOSEPHINE L. NUNES

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OBJECTIVE

To take part in a competitive professional work atmosphere and be able to make the best use of all skills with further intentions of training for advancement and greater responsibilities.

WORK EXPERIENCE

March 26, 2012 – December 31, 2016

Marsman Drysdale Travel Inc. (HRG Philippines)

Senior Foreign Tours Officer

- Plans and organized leisure travel, incentive trips, conventions/ conferences, and special interest tours to any destination worldwide.
- Responsible for the timely and efficient delivery of services ranging from airline reservation, hotel and car bookings, visa processing and other related travel requirements of the client
- Resolve customers' queries and concerns by providing real-time response, live or through phone and email
- Handle bookings through computerized systems and ensure adherence to workflow procedures and corporate client travel policies at all times
- Perform other tasks assigned by managers.

August 08, 2011 - March 16, 2012

Aviation Concepts Logistics (Client: Nationwide Hospitality Australia)

Hotel Reservations Supervisor (October 07, 2011 – March 16, 2012)

- Responsible for the day-to-day operations of the Nationwide Hospitality Manila Team
- Prepares necessary reports
- Leads the team and provide both administrative, technical support and proper decision-making when required.

Hotel Reservations Officer (August 08, 2011 – October 06, 2011)

- Coordinates with Hotels to procure hotel rooms; conducts call outs to fulfill room quota
- Monitors email for client requests
- Liaises with airline clients to get requirements
- Creates vouchers and distributes to hotel, transport company, and airlines client
- Creates reports for management and clients for consumed hotel rooms
- Audits hotel and transport company invoices

July 1, 2007 – June 15, 2011

L & L International Groups, Guangzhou Branch Office (Lotus Travel Inc.)

Travel Advisor

- Provide journey information to U.S. adopted families for their adoption trip, homeland heritage tours and leisure tours to China, Philippines, Vietnam and Taiwan
- Make flight reservations using computerized reservation and ticketing system (Worldspan)
- Work on night shift (12:00 am / 9:00 am) to get direct contact with U.S. clients and communicate with them through phone calls, e-mails, and faxes;

- Respond to customer inquiries, quote fares and assist clients in planning travel times and routes
- Promote and sell tour packages and other travel services like travel insurance, foreign currency exchange, and China rental phone
- Present travel tips regarding tourist attractions, foreign currency, customs, languages and travel safety.
- Coordinate with local operators and convey the correct information to ensure the service quality and minimize the management cost
- Perform other tasks assigned by managers.

November 20, 2006 – May 20, 2007

Rajah Travel Corporation

Jr. Travel Consultant (Corporate Tours Department)

- Provide travel information to clients regarding destinations, transportation and accommodation options and travel costs, and recommend suitable products
- Plan and organize vacation travel for individuals or groups
- Make transportation and accommodation reservations using computerized reservation and ticketing system (Amadeus)
- Promote particular destinations, tour packages, and other travel services
- Answer customer inquiries, quote fares and assist clients in planning travel times and routes
- Perform other tasks assigned by managers or supervisors.

February 24, 2005 – June 30, 2006

HAS Travel Inc.

Reservations Officer

- Accepts reservations and bookings, does follow-ups and various telemarketing tasks
- Organize and send Reservations Order to hotels/resorts
- Answer emails and travel packages inquiries
- Provide general administrative and clerical assistance to the President
- Perform other functions that may be assigned from time to time

December 1, 2003 – February 25, 2005

City Garden Hotel, Makati City

Business Center Officer (Front Office Department)

- Provide travel information to clients regarding destinations, transportation, and travel costs, and recommend suitable products
- Make transportation and accommodation reservations
- Perform secretarial work like typing documents, filing and faxing confidential messages.
- Offer information regarding features of rooms, services of hotel and points of interest, assist guests with special needs, attend to group arrivals and departures
- Answer inquiries regarding hotel services and registration by letter, telephone and in person, provide information about services available in the community and respond to guests' complaints
- Compiles reports and records.

Front Desk Clerk-Cashier

- Register arriving guests and assign rooms.
- Present statements of charges to departing guests and receive payment.
- Receive payment by cash, cheque, credit card or automatic debit
- Calculate total payments received at the end of work shift and reconcile with total sales

- Perform other tasks assigned by managers or supervisors.

July 23, 2001 - August 15, 2003

ADD Professional Consultants, Inc, Makati City

Consultant / Accounts Assistant (*Sales & Marketing Department*)

- Evaluates and assesses potential clients using the screening standards implemented by the country of destination
- Addresses all questions of clients pertaining to immigration services.
- Regularly updates and informs clients of all additional information concerning their existing applications and updates them on the immigration laws of the country of destination
- Consults with clients after sale to resolve problems and provide on-going support.
- Collects and safe keeps the seminar fees and all other receivables of the company and forwards the same to the Finance Department
- Responsible for the integration and submission of reports to be submitted to the immediate superior, including the Collection, Sales, Attendees, Respondents and Signed Clients' reports.
- Assists in the collection, safekeeping, and forwarding of all clients' documents for processing
- Prepares promotional materials for the sales department.
- Attends the weekly or other special meetings scheduled by the immediate superior.
- Performs other tasks assigned from time to time by the immediate superior

March 25, 2000 - July 15, 2001

Executive Power Center, Inc, Makati City

Receptionist / Secretary (*Facilities & Operations Department*)

- Responsible for all incoming and outgoing communication (telephone calls, fax messages and taking messages for all clients)
- Provide general information to clients and the public concerning services in response to telephone and in-person inquiries.
- Assists the clients in all their needs by scheduling and confirming their appointments and meetings; arranging travel schedules and reservations; performing secretarial work like typing documents, filing and faxing confidential messages.
- Assists all clients' guests by directing them to the appropriate contacts or services and provide them the basic information.
- Compiles reports and records.
- Perform other tasks assigned by managers or supervisors.

EDUCATION

March 2000 College of the Holy Spirit Mendiola, Manila Philippines

- Bachelor of Fine Arts major in Advertising Design.

March 1996 Dominican College San Juan, Metro Manila, Philippines

- High School Diploma.

TRAININGS ATTENDED

- **Galileo 306 °Fares and Documentation Production**
Travelport Learning and Development Centre, Makati City June 19 – 21, 2013
- **Fundamentals of Reservations thru Galileo Desktop**
Travelport Learning and Development Centre, Makati City April 11 – 13, 2012

- **Amadeus Fares and Ticketing**
Amadeus Corporate University, Makati, Philippines March 26 - 29, 2007
- **Amadeus Basic Course**
Amadeus Corporate University, Makati, Philippines December 5 – 8, 2006
- **Airline Ground Staff Course**
Philippine Airlines Learning Center, Manila October 11-29, 2004
- **Reservations Service Training**
ZimpliHotels Web-smart September 29, 2004

PERSONAL INFORMATION

Date and Place of Birth: Born on the 9th of December, year 1979 at Mandaluyong, Philippines **Age**

: 37 years old

Civil Status: Single

Height : 5'3"(160.06 cm)

Weight : 65 kg

SKILLS

Knowledgeable in computer application and has a good background on Microsoft Word, PowerPoint and Excel. Knowledgeable in travel systems like Amadeus, Worldspan, and Galileo

Speaks fluent in English and Filipino. Diligent. Competent. Self-motivated.

REFERENCES

1. **Ms. Eufemia Casenas – Former Manager**
Foreign Tours Manager / HRG Philippines-Marsman Drysdale Travel Inc
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2. **Mr. Louie Yi – Former Manager**
Owner, Expedition Specialist / L & L International Groups, Guangzhou Branch Office
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3. **Mr. Rabbi Vincent Ang – Former Manager**
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