

KIM ALEXIS [REDACTED]

EXECUTIVE RELATIONS



EDUCATION

[REDACTED]
Bachelor of Science in International Hospitality Management Major in Cruise Line Operations with Specialization in Culinary Arts (2014-2018)

WORK EXPERIENCE

Executive Relations | Resolution Specialist

April 2021 - February 2024

- Proficient in using Customer Service Central (CSC) systems to manage escalated contacts with customers regarding orders and accounts via chat, email, and phone channels
- Trained to investigate trends of concession misuse and handle accounts with suspected fraud.
- In charge of creating and resolving a ticket through SIM ticketing for any correspondence or questions from customers to stakeholders, ensuring that they are all handled and settled within SLA.
- Assisted new associates and supervisors as a Subject Matter Expert
- Collaborating through Microsoft Outlook with multiple stakeholders to carry out a thorough root cause analysis for customers.
- Using a Quip file, submit a weekly report to the manager detailing the team's deep dive review of all contact audits to ensure that the right SOP and judgment are being followed.
- Qualified to coach a team member and discuss opportunities and strengths in contacts.

Food and Beverage Attendant

January 2020 - March 2020

- Prepare and serve alcoholic beverages.
- Maintain a working knowledge of beverages offered and how to prepare and serve them
- Answering the telephones, taking and maximizing bookings.
- Meeting, greeting and seating guests

Food and Beverage Attendant (Pioneer Team)

November 2018 - December 2019

- Take orders and serve customers using the point-of-sales system.
- Responsible for handling all cash, credit card and room service transactions for all food and beverage purchases.
- Assigned with taking room service orders and ensuring that they are served within the specified period

Food and Beverage Attendant

August 2018 - November 2018

Take orders and serve customers using the point-of-sales system.
Responsible for handling all cash , credit card and room service transactions for all food and beverage purchases.
Assigned with taking room service orders and ensuring that they are served within the specified period.
Performed administrative tasks to ensure that updates on restaurant revenue were sent to executives and the finance department.

Food and Beverage Attendant (Internship)

May 2017 - November 2017

- Take orders and serve customers using the point-of-sales system.
- Maintain a working knowledge of beverages offered and how to prepare and serve them
- Meeting, greeting and seating guests
- Ensure proper cleaning of checkout and dining area.
- Accurately answer customers' questions and provide information on food and beverage procedures, when needed.

ACHIEVEMENTS

- **Overall Highest Quality Audit Score**
Score: 98.13% September 2023- January 2024
- **Quarter 1 Overall Top Performer**
Score: 4.32 April 2022
- **Amazon Rewards Club**
February 2022- Platinum Awardee
March 2022- Silver Awardee
August 2021- Silver Awardee
October 2021- Silver Awardee
- **Dean's Lister**
November 2017