

**Jazlyn Anne Gelle** [REDACTED]  
[REDACTED]  
[REDACTED]



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**OBJECTIVE:** To work in customer service is to ensure customer satisfaction by achieving delivery of service quality norms through interaction with clients, prompt handling of guest requests, and complaint resolution.

**EDUCATION:** Bachelor of Science in Tourism Management 2015-2019  
[REDACTED]

**WORK EXPERIENCE:**

**Payment Specialist/Encoder (February 2020-July 2021)**

[REDACTED] Aseana One, Parañaque City

**Office Staff/Encoder (October 2021-November 2021)**

[REDACTED] – The Elysian Anabu 2-C, Imus Cavite

**Content Moderator (November 2022-January 2023)**

[REDACTED] – DCR Center 3F Aguinaldo Highway, Imus Cavite

**Customer Service Agent/Appointment Setter (January 2023-March 2023)**

[REDACTED] – DCR Center 3F Aguinaldo Highway, Imus Cavite

**ON-THE-JOB TRAINING EXPERIENCE:**

**Hotel-Concierge Desk (June 21, 2019-August 14, 2019) 300hrs**

[REDACTED] - 1 Aseana Avenue, Entertainment City, Tambo, 1701 Parañaque City, Philippines

**Travel Agency (October 8, 2019 - January 17, 2020) 300hrs**

[REDACTED] – 2F Room # 2-2 Alabang Residences Blk. 134 Lot 2 C Arellano St. Katarungan Village Muntinlupa City

**SEMINARS ATTENDED:**

- [REDACTED]
  - Hotel Familiarization
  - Basic Cooking Demo and Bed Making Demonstration

Housekeeping and Front Desk  
Training and Diamond Hotel Ocular  
September 10, 2015

- [REDACTED]  
Career Orientation Seminar in the Cruise Line Industry  
September 10, 2015
- Extreme Flair Bartending
- Life in a Cruise Ship  
1<sup>st</sup> Hospitality Industry Trendsetters Summit Calabarzon "Megatrends in Culinary Arts"  
Tanauan City, Batangas  
September 16, 2016
- [REDACTED] – Introduction to Open Kitchen Buffet Restaurant And  
Cooking Demonstration (International Cuisine)  
December 10, 2018
- [REDACTED] (Be Inspired Program)  
December 10, 2018 at Conrad Manila

#### PERSONAL INFORMATION

Date Birth: [REDACTED]  
Place Birth: [REDACTED]  
Age: [REDACTED]  
Height: [REDACTED]  
Religion: [REDACTED]  
Civil Status: [REDACTED]  
Gender: [REDACTED]  
Nationality: [REDACTED]

#### CHARACTER REFERENCES:

[REDACTED]  
[REDACTED]  
[REDACTED]  
  
[REDACTED]  
[REDACTED]  
[REDACTED]  
  
[REDACTED]  
[REDACTED]  
[REDACTED]

DCR Center 3F

I hereby certify that the above information stated is true and accurate to the best of my knowledge and belief.

**Jazlyn Anne G. [REDACTED]**