

JASMINE VI OBENZA

55 North Square, Margarita Village, Bajada, Davao City, Philippines 8000 · (+63)9253132044
jasvifernandez@gmail.com · [linkedin.com/in/jasmine-vi-obenza](https://www.linkedin.com/in/jasmine-vi-obenza)

To be hired in your respected company where I can use my skills and knowledge that I have gained through different roles that I have rendered in the previous years of my employment in various industries. To have career growth and develop a new set of skills which will enhance my work ethics, character, self-worth and confidence.

EXPERIENCE

<p>JULY 5,2023 – SEPTEMBER 15,2023</p> <p>HOSPITALITY CARE CONCIERGE (GENERAL REAL ESTATE VA), HAVEN VACATION RENTAL MANAGEMENT (SPHERE ROCKET VA)</p> <p>Check and monitor guest reservations in CRM. Reporting and creating maintenance tickets for properties. Sending out cleaning reports and informing any reported issues to property owners. Perform daily tasks on real estate software and monitoring guest's requirements prior checking in. Answer any concerns from the guests and handle complaints. Assign and monitor door lock codes for each property particularly the checking in and checking out of the guests.</p>
<p>SEPTEMBER 12, 2022 – JANUARY 30,2023</p> <p>DIGITAL MARKETING VIRTUAL ASSISTANT, OUTSOURCED DOERS</p> <p>Create weekly email newsletters and email campaigns. Promoting weekly podcast episodes through sending emails to subscribers. Posting and managing social media accounts (Facebook and Instagram). Create graphical designs for all social media posts and email weekly newsletters. Edit audios, inserting intros and outros for the podcast episode. Release weekly podcast episodes on Buzzsprout and all major podcast platforms.</p>
<p>SEPTEMBER 1, 2016 – JUNE 30,2018</p> <p>TENANT RELATIONS SUPERVISOR, LTS MALLS, INC.</p> <p>Tenancy Management. Handle tenants accounts and coordinate with the billing department. Maintaining a good relationship with tenants. Ensuring to help them with their daily sales and foot traffic. Resolve customer complaints regarding tenants or tenant employees. Monitoring tenants' sales to come up with more ideas on how to help them earn more sales and customers.</p>
<p>OCTOBER 1,2014 – AUGUST 31,2016</p> <p>MARKETING ASSISTANT, LTS MALLS, INC.</p> <p>Conceptualize and implement seasonal events and promotions for NCCC Mall Davao to increase foot traffic. Monitoring proper distribution and installation of marketing collaterals for upcoming mall events and incoming tenants. Ensuring the participation of mall tenants for all mall wide events. Create linkages with private and government institutions.</p>
<p>SEPTEMBER 21,2013 – SEPTEMBER 30,2014</p> <p>ADMINISTRATIVE ASSISTANT, LTS MALLS, INC.</p> <p>Receptionist of NCCC Mall Davao Administration Office. Set accurate appointments between tenants and Mall Administration Officers. Cater to mall customer complaints. Proper documentation and filing of Mall Administration files.</p>
<p>JULY 16,2012 – SEPTEMBER 15,2013</p> <p>STAFF (COUNTER PERSON), CAFE FRANCE DAVAO</p> <p>Responsible for the cash handling procedure and the key procedures in taking orders of every customer. Monitors and ensures the quality of food service of the station. Doing daily and monthly inventory of the counter station. Generating leads for new customers and bookings for catering services.</p>

EDUCATION

APRIL 2011

BS HOSPITALITY MANAGEMENT, DAVAO DOCTORS COLLEGE, INC.

Dean's List – 3rd Honors

SKILLS

<ul style="list-style-type: none">● Customer service● Marketing● Tenancy Management● Events Coordination● Administrative Assistance	<ul style="list-style-type: none">● Email Marketing● Audio Editing● Podcast Management● Social Media Management● Hospitality Concierge
---	--

REFERENCES

APRIL DIEL
DOER SUCCESS LEADER, OUTSOURCED DOERS
(+63) 09291752326

JOANNE NICOLE BAMBA
SALES ASSISTANT, BPI MS INSURANCE
(+63) 09436207606