

Natashia Paulina D. Rosal

Natashiapaulina12@gmail.com

09916590994

📍 60 Aguinaldo St. Purok 1 Brgy. Magsaysay
San Pedro City, Laguna

Profile

Skilled in assisting clients with their needs and concerns, committed to delivering high quality service in ensuring satisfaction of every client. A highly resourceful, detail-oriented, organized professional and can work as a team player in ensuring client confidentiality and adhering to policies.

Languages

- English

Education

Bachelor of Science in Hospitality Management,

Philippine Women's University

2010 – 2014 | Manila, Philippines

Skills

- Attention to Detail
- Communication and Active Listening skill
- Critical Thinking
- Well Organized
- Basic Knowledge in MS Word, Excel, PowerPoint

Professional Experience

Customer Service - Chat and Phone support(DoorDash),TeleTech

November 2021 – April 2024

- Assisted customers via live chat, calls and emails with their concerns related to their order, account, app issues and payment.
- De-escalating customer complaints.
- Ensuring in providing best customer service while achieving goals target set by the company.

Service Associate- Guest Service Center, Makati Shangri-La, Hotel

March 2020 – January 2021

- Manage incoming calls from hotel guest and outside guest in assisting with their concerns (Hotel guest: Wake up call, amenities, Make up room and etc. Outside guest: Restaurant reservations, Room reservations, and any inquires related to the Hotel).
- Efficiently handling emails concerns.

Service Associate- Executive Lounge, Makati Shangri-La, Hotel

June 2015 – March 2020

- Check-in and Check-out hotel guest
- Summarizing guest hotel bills
- Ensuring high quality Front Office and Food and Beverage service
- Accomplishing reports to be used by the management for morning briefings.

In room dining - Order taker/Server, Makati Shangri-La, Hotel

August 2014 – June 2015 | Philippines

- Taking guest orders over the phone.
- Delivering food orders or request to guest rooms.
- Tallying Food and Beverage orders every end of the shift.

Certificates

- Legal Soft Solutions: Near Hire Training

