

# JESAMINE H. BICBIC

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Outcome-driven Facilities Assistant with 5 years of experience in managing facility operations and providing exceptional customer service. Skilled in vendor management, event planning, and emergency response planning. Proven ability to optimize facility efficiency, ensure compliance with regulations, and deliver high-quality administrative support.

## PROFESSIONAL EXPERIENCE

### Jones Lang LaSalle (Phils.) Inc.

08/2018 - 07/2024

#### Facilities Assistant

*Managed the upkeep and maintenance of an 80,000+ sq ft facility.*

- Helmed front desk operations, resolving over 50+ customer inquiries daily via ticketing system with a 90% satisfaction rate during my shift.
- Supervised complex scheduling and coordination for 8 diverse teams, optimizing efficiency and reducing meeting cancellations by 50%, reduce scheduling conflicts by 75% and streamline the team's workflow to improve productivity.
- Collaborated with the team to successfully spearhead 6 on-site events within budget, fostering collaboration with internal and external stakeholders to achieve 100% customer satisfaction.
- Led the successful completion of 7 small-scale projects on-site, delivering 25% improvement in site operations efficiency and 15% increase in employee satisfaction.
- Reduced operational costs by 20% through strategic financial planning, meticulous expense tracking, and efficient procurement.
- Optimized facility operations by managing inventory levels, overseeing preventive maintenance, and coordinating with external service providers.
- Oversee confidential records, ensuring data privacy and security regulations were rigorously upheld.
- Leveraged Google Workspace to streamline communication, schedule meetings, and collaborate on projects efficiently.

### Alicia Apartelle

11/2017 - 04/2018

#### Front Desk Associate

*Handled front desk operations for a 200-room hotel*

- Multi-tasked at the front desk, handling guest inquiries, reservations, check-ins, check-outs, and phone calls, while maintaining a 95% customer satisfaction rate.
- Coordinated and executed ground transportation arrangements for guests, ensuring timely and efficient service.
- Meticulously executed nightly audits, safeguarding financial integrity and ensuring operational excellence.

### Skyliner Services Corp.

04/2017- 11/2017

#### Ticketing Agent

*Efficiently managed 100+ ticket bookings from 10+ subagencies.*

- Managed complex travel itineraries, including booking 100+ plane and ship tickets monthly, and accurately processing 99% of flight/trip inquiries, rebooking requests, seat assignments, and additional baggage requests within 24 hours.
- Successfully completed over 90+ cash transactions per month with zero errors in financial documentation.
- Coordinated and executed booking and reservation requests from 10+ subagencies, ensuring accurate and timely confirmations.

## EDUCATION

### Cebu Normal University

Graduate in Bachelor of Tourism Management

## SKILLS & OTHERS

GUTS Ticketing System | CMO Risk Report | Google Workspace | Navitaire

Facilities Management | Expense Management | Project Management | Travel Coordination | Event Planning | Data Analytics | Administrative Support | Calendar & Email Management | Excellent Communication & People Skills