






# HANNAH MARIE BERNAL

A highly responsible professional with diverse background in customer service, I bring great adaptability, openness to new cultures and environments and a strong commitment to delivering excellent customer service. I am now seeking a challenging with your company where i can leverage my skills and experience. Passionate about giving high quality service that will contribute to success of your team.

-  hannahbernal3@gmail.com
-  +639 150410237
-  3rd West Crame, San Juan City

## RELEVANT SKILLS

- Quality Customer Service
- Time management and Prioritization
- Excellent Communication Skills
- Strategic planning and scheduling skills
- Excellent Interpersonal Skills

Height: 167 cm  
Weight: 65 kg

## WORK EXPERIENCE

### Operation Head Retail Trade (Lion Labs OPC)

April 2022 to January 2025 (3 years)

- A Customer interaction in all online platforms, confirmation of payments and scheduling of order fulfilment.
- Develop and implement strategic plans to achieve sales targets and maximise profitability across all retail outlets.

### Service Crew Shakey's

April 2019 to March 2022 (3 years)

- Assigned as a Front of House, welcoming guest, receives and relays the request of diner and restaurants.

### Brand Ambassador

Jan 2018 to March 2019 (1 year)

- Responsible for the promotion and selling of company products during onsite events.

## EDUCATION HISTORY



### Bachelor of Science in Tourism and Hospitality Management

National University

- 2019 - 2023  
Consistent Deans Lister  
CHED Scholar



### General Academic Strand Central Colleges of the Philippines Senior High School

- 2017 - 2019

## CERTIFICATIONS



### The Exchange Regency Residence Hotel (Front Office)

May 2023 - July 2023



### Amadeus Reservations Essential Training

January 2023 - March 2023



### Rajah Travel Corporation (Practicum Program)

September 2022 - November 2022