

Maggy Catalan

Program Ready Trainer
Travel Advisor

CONTACT INFO

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Rodriguez, Rizal

EDUCATION

**Bachelor of Science in
Tourism Management**
Pamantasan ng Lungsod ng
Marikina, Marikina City
June 2013 – June 2017

RELEVANT SKILLS

- Customer Service
- Data Encoding
- Creative and Technical Writing
- Research and Analysis
- Proofreading
- Effective Communication
- Interpersonal Skills
- Creative Thinking Skills
- Critical Thinking Skills
- Time Management
- Leadership Skills
- Fluent in English and Filipino
- Proficient in MS Office

CERTIFICATION

Lean Six Sigma – Yellow Belt

REFERENCE

Available upon request.

PROFESSIONAL EXPERIENCE

Program Ready Trainer United Airlines, Concentrix Daksh Services <ul style="list-style-type: none">- Facilitation of various class sizes- Admin tasks for new hire agents- Class facilitation from Day 1 to nesting-	<i>Jan 2022 – Present</i>
Customer Service Representative Reservations Advisor I United Airlines, Concentrix Daksh Services <ul style="list-style-type: none">- Flight inquiries- Booking flights- Locating flights- Check in for passengers- Up selling flight classes- Troubleshooting tickets- Handling VIP passengers	<i>May 2021 – Dec 2021</i>
Customer Service Representative Sears, 24/7.ai Philippines <ul style="list-style-type: none">- Appointment setting for technicians- Handling requests for Refunds- Craftsman tools exchange- Handling customer complaint- Account inquiries	<i>July 2020 – May 2021</i>
Customer Service Associate United Airlines, WNS Global Services <ul style="list-style-type: none">- Flight inquiries- Booking flights- Locating flights- Check in for passengers- Up selling flight classes- Troubleshooting tickets- Handling VIP passengers	<i>Feb 2020 – July 2020</i>
Team Leader/Restaurant Manager Kimukatsu, Dinelink Inc. <ul style="list-style-type: none">- In charge of daily operations of the restaurant, reporting sales, ordering.- Managed customer complaint	<i>April 2019 – Feb 2020</i>
Team Leader/Restaurant Manager Chibo Okonomiyaki, Dinelink Inc. <ul style="list-style-type: none">- In charge of daily operations of the restaurant, reporting sales, ordering.- Managed customer complaint	<i>Feb 2019 – Apr 2019</i>
Dining Staff Ikkoryu Fukuoka Ramen <ul style="list-style-type: none">- Serving customers, taking orders and cleaning tables	<i>Oct 2018 – Feb 2019</i>
Administrative Aide I	<i>Jan 2018 – Aug 2018</i>

Municipality of Rodriguez

- Creating communication letters, doing admin works
- Managed complaint from the citizen and send it to the corresponding departments.