



ANGELICA KAYTE G. BENAVENTE

ABOUT ME

Highly organized and detail oriented candidate with years of experience in the BPO industry, specializing in travel accounts. Skilled in customer service, problem solving, and organizational tasks. Adept at handling inquiries, managing bookings, and ensuring customer satisfaction. Strong ability to multitask, adapt to fast paced environments, and provide efficient solutions.

WORK EXPERIENCE

CUSTOMER SERVICE SPECIALIST

November 14, 2022 - May 2023

Account: Booking.com (Travel account)

- Liaising between guest and partners to resolve light complexity issues via phone and email on various topics such as additional travel advice, modification, cancellation and etc.
- Providing accurate, valid and complete information using the right tools methods and processes.
- Ensuring high level of customer service and positive experience.

CUSTOMER SERVICE NAVIGATOR

October 30 2023 - February 2025

Account: Princess Cruises (Travel account)

- Provide exceptional support to guests throughout their cruise booking process, from initial selection to onboard experiences, by offering detailed information, addressing concerns, and ensuring a smooth and memorable vacation experience,
- Assists with cruise selection, booking management, itinerary details, onboard amenities, shore excursions, and any pre-cruise questions.

EDUCATION

STI WEST NEGROS UNIVERSITY 2015 - 2018

BS, HOSPITALITY MANAGEMENT

CONTACT

PHONE

09690503092

EMAIL

angelkayte80@gmail.com

SKILLS

Technical Skills

- Ms Office Suite
- Gmail (Email Management & Communication
- Video Editing
- Drawing (Traditional & Digital)

Soft Skills

- Customer Service & Client Interaction
- Problem Solving & Critical Thinking
- Time Management & Organization
- Attention to Detail

LANGUAGE

- English