



ALLAN POL LLANTO MASONGSONG

Room Ph1 SS Lootah Bldg. Port Saeed Deira, Dubai, UAE

WORK EXPERIENCE

Marriott Executive Apartment – Dubai Creek

Rigga Al Buteen Street, Dubai, United Arab Emirates

Position: Guest Services Associate

April 2020 – August 2020

- Process all guest check-ins, check-outs, room assignments, and room change, late check-out requests. Secure payment; activate and reissue room keys. Ensure rates match market codes, document exceptions.
- Maintain up to date knowledge on the current services that are being offered and make sure that this information is conveyed to the customers in an effective way.
- Thoroughly understand and adheres to proper credit, check-cashing, and cash handling policies and procedures.
- Answer telephones using appropriate etiquette, responding to emails and inquiries while maintaining excellent standards of customer service.

Marriott International Inc.

***Four Points by Sheraton Bur Dubai**

Khalid Bin Walid Road Bank Street Bur Dubai, Dubai, United Arab Emirates

Position: Receptionist Cum Admin

October 2018 – March 2020

- Answering phones and transferring calls, setting up appointments, answering questions, greeting customers or clients when they arrive at the office, and keeping the appearance of the office clean and tidy.
- Monitor all check in of guests and administer all complaints and requests and ensure effective resolution of same.
- Perform other clerical receptionist duties such as filing, photocopying, transcribing and faxing; order front office supplies and keep inventory of stock.
- Retrieves needed information from files. Establishes, maintains and updates magazines and library of trade journals.

Four Points by Sheraton Bur Dubai

Position: Income Auditor - Intern

December 2019 – February 2020

- Evaluate all revenue centers and prepare reports for income journal on everyday basis and evaluate and balance all rebates for property management system.
- Prepare and evaluate all housekeeping reports on everyday basis and resolve any discrepancies in same and monitor all packages such as administrative phone call reports and allowances.
- Perform audit on various functions for all function sheers and administer everyday activities for all night audit staff and provide training for same.

Redha Al Ansari Exchange EST

Al Khabeesi Salahuddin St., Dubai, United Arab Emirates

Position: Remittance Clerk

July 2017 – August 2018

- Manage and handle the cash transactions at the counter and ensure the delivery of quality service to customers while adhering

PROFILE

A confident and highly organized administrative professional with experience in busy office and reception environments, rapidly assimilating and learning processes applicable to in-house operations, consistently impressing employers which has resulted in fast-track advancement to more senior positions.

CONTACT

PHONE:

(+971) 050-764-1610

EMAIL:

lhancepaulmasongsong@gmail.com

SKILLS & EXPERTISE

- Proficient with MS Office Word, Excel, Power Point, Adobe Photoshop
- Operating Opera, PMS (Property Management System) and Marriott Global Source System
- Knowledgeable in People Soft System (Finance & Audit), General Cashiering & Journal Entries, and Financial Buss App
- Information Management Systems
- Accounting, Banking & Finance
- Exceptional Customer Service
- Well Organized / Time Management

PERSONAL BACKGROUND

Born on October 24, 1988 in Janopol Oriental, Tanauan City, Batangas, Philippines. A skilled communicator; able to maintain cultural sensitivity, establish rapport with members of diverse groups, and promote team cohesiveness. Flexible and analytical with a keen eye for details; skilled at synthesizing and editing information to achieve overall objectives.

EDUCATION

COLLEGE:

Bachelor in Public Administration and Governance

College of Economics, Finance & Politics

Polytechnic University of the Philippines – Sto. Tomas Campus

A. Bonifacio Extension, Brgy. 2, Sto. Tomas, Batangas, Philippines
2005 - 2009

Awards: **Cum Laude**
Dean's Lister

SECONDARY:

Tanauan School of Fisheries

Ambulong, Tanauan City, Batangas, Philippines
2001-2005

Awards: **With Honors**

ELEMENTARY:

Santor Elementary School

Santor, Tanauan City, Batangas, Philippines
1995-2001

REFERENCES

Mr. Romario Dsouza

Marriott Executive Apartment

Position: Asst. Front Office Manager
Phone: (+971) 055-684-3254

Mr. Deril Joy Dcosta

Four Points By Sheraton Bur Dubai

Position: Income Auditor
Phone: (+971) 055-611-8541

Ms. Jo Anne Yboa

Philippine National Bank

Position: AM1/ Sales & Service Head
Phone: (+63) 0917-794-3718

to operational controls and avoiding cash excesses and shortages.

- o Responsible for attending customers for making remittances, currency exchange, and telegraphic transfers; providing excellent customer service; answering customer complaints, branch details enquiries, transaction enquiries and rate and conversion enquiries
- o Ensure all teller transactions and other routine processing is done as per laid down procedures and central bank guidelines and ensure due diligence is carried out with respect to money laundering and other regulatory requirements.
- o Provide information and guidance to customers through the delivery of excellent customer service to resolve customer queries and achieve customer satisfaction.

Philippine National Bank

Las Piñas City Hall Branch, Metro Manila, Philippines

Position: Sales and Service Associate

December 2011– February 2017

- o Responsible for balancing branch totals, clearing, preparation and submission of reports and other related back-office functions; account opening and other platform functions; deposit account servicing (deposits, withdrawals, check encashment, checkbook re-orders, inquiries, etc.) processing of payments, receipts and other monetary transactions.
- o Responsible for ATM operations and control, including proper maintenance & upkeep of ATM vestibule, availability of forms/supplies, preparation of ATM cash proof and submission of reports.
- o Highly skilled in receiving and processing all kinds of banking transactions such as verifying transactions, managing checking and savings account withdrawals and deposits.
- o Track record of maintaining positive customer feedback by proper handling all transactions in keeping with established procedures.

ACHIEVEMENTS

Nominated as Best Employee of the Year (2019)

Marriott International Inc.

*Four Points by Sheraton Bur Dubai

New Accounts Clerk of the Year (2016)

Philippine National Bank

Customer Service Awardee – Revenue Generation Category (2015)

Philippine National Bank

I hereby certify that the statements herewith are true and valid as with my knowledge and belief.

Allan Pol Llanto Masongsong
Applicant