



# CLARISSA TICMAN

Proven skilled receptionist with 3+ years of experience seeking for a position with opportunities of career growth for the enhancement of my professional set of skills I acquired from my work experiences.



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171 H Geronimo Street  
Malibay Pasay City,  
Philippines

## SKILLS

Communication Skills

Professionalism

Multitasking Capability

Customer Focus

Microsoft Proficiency

Consistent Dependability

## WORK EXPERIENCE

### Concierge / Receptionist

Emera Property Management, Inc. under Arthaland Corporation  
July 2015 – Present

### Achievements/Tasks

- Meeting and greeting clients.
- Answer the phone in a timely manner and direct calls to the correct departments.
- Resolve issues and attend to resident's requests personally or over the phone.
- Deal with bookings by phone, e-mail &/or face-to-face.
- Update calendars and schedule meetings.
- Answer the phone in a timely manner and direct calls to the correct offices.
- Maintain building security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges).
- Perform other clerical receptionist duties such as filing, photocopying and data entry.
- Provide basic and accurate information in-person and via phone/email.

## EDUCATIONAL BACKGROUND

Philippine Women's University, Taft Manila Philippines

Graduate of Bachelor of Science in Tourism Management  
June 2011–April 2015

## CHARACTER REFERENCES

Kevin Valencia  
Emera Property Management  
Concierge  
+639 173009183

Robert Christian Jake Priagula  
Emera Property Management  
Property Manager  
+639 178251894

## TRAININGS/SEMINARS ATTENDED

- Personality Development Course (LANGUAGES INTERNATIONALE)  
Oct – Nov 2015
- Intern at Discovery Shores Boracay, Philippines (720 hours)  
Assigned at Guest Relations Department
- Intern at Delta Air Lines, Inc. Ninoy Aquino International Airport (720 hours)  
Assigned at In-Flight Service Department

## PERSONAL BACKGROUND

- FILIPINO
- MAY 1, 1994
- CATHOLIC
- 24 YEARS OLD
- 5'3 IN HEIGHT
- BILINGUAL (FILIPINO & ENGLISH)