








CONTACT

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-  May 05 1995
-  Filipino

<https://www.linkedin.com/in/joshua-de-guzman-723369236>

SKILLS

- Opera PMS
- MS Word and Excel
- Phone Etiquette
- Oasys (Payroll)
- Fast Learner
- Team Player
- Flexible
- Can Work Under Pressure
- POS Systems
- Communication skills
- Upselling
- Customer Service

LANGUAGES

Filipino Native

English C1
Advanced

Joshua De Guzman

PROFESSIONAL SUMMARY

Experienced Housekeeping Order Taker with almost 2 years of expertise in managing housekeeping operations in hospitality environments. Proficient in scheduling, training, and supervising housekeeping staff to ensure high standards of cleanliness and guest satisfaction. Demonstrates strong organizational skills, attention to detail, and a commitment to maintaining a safe and efficient working environment. Adept at handling guest requests and resolving issues promptly. Hardworking Order Taker equipped to manage high-volume orders with ease and accuracy. Enters order data and customer information to process sales transactions. Reduces errors with high attention to detail and thorough order verification.

WORK HISTORY

- | | |
|--|-------------------|
| Order Taker
Crown Plaza Deira - Dubai | 08/2022 - 07/2024 |
| Call Center Agent
iQor - Philippines | 07/2017 - 04/2021 |

EDUCATION

Information Technology
International School of Technology and Skill Development

CHARACTER REFERENCES

- Ms. Edwina Costales (HK Executive), +971564335318
- Ms. Ma. Theresa Santos (HK Assistant Supervisor), +971549943128
- Mr. Aj Alejandro (I.T. Manager), +971558868525

PERSONAL INFORMATION

Title: HK Order Taker / Coordinator