

**Margarita Andrea Centeno Malixi**

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28 / 29 Holtermann St. Crows Nest NSW 2065

**Experience**

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**Service Centre Agent**

July 2017 – Present

Shangri-La Hotel, Sydney

- Answers all incoming calls, both internal and external, and connect them to the proper departments
- Assists with all guest requests, relaying them to the appropriate departments
- Handles proper communication of any emergency situation

**Customer Service Executive**

October 2014 – March 2017

Makati Shangri-La, Manila (Philippines)

- Assists guests with room reservations and inquiries
- Maximizes revenue through upsell opportunities and call conversions
- Checks that all incoming reservations are in order, to ensure a smooth arrival process for the guest and Front Office agents

**Service Centre Agent**

May 2013 – October 2014

Makati Shangri-La, Manila (Philippines)

**Food Server at the In-Fusion Restaurant**

April 2012 – January 2013

The Greenbrier Resort, WV, USA

- Takes all orders of guests
- Serves all beverages requests by the guest
- Properly delegates orders with the kitchen staff and ensures that all orders arrive to the table as requested

**Additional Experience**

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**Quality Improvement Ambassadorship (Shangri-La Hotel, Sydney)**

- Works directly with the Quality Improvement manager, as a representative of the department, in assessing service quality based on guest feedbacks.
- Meets with other representatives from different departments to determine policies and processes to improve hotel's service quality

**Revenue Management Club (Blue Mountains University)**

- Meets with fellow students with the same interest in Revenue Management and engages in discussion based on each other's experiences and knowledge, overseen by a professor.

**Campus Life Ambassador (Blue Mountains University)**

- Looks after campus related tasks and responsibilities and assists students when needed.

**Education**

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Present – Master's Degree in International Hospitality Management

Blue Mountains University, Sydney Campus

February 2013 – Bachelor's Degree in Hotel, Restaurant and Institution Management

De La Salle – College of St. Benilde, Philippines

## Qualifications & Skills

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**Industry specific programs:** Opera, Micros, Infrasy, FCS

**Languages:** English – fluent; Filipino – fluent

**Other Skills:** Communication, Events Management, Multi-Tasking, Multimedia (Photoshop & Video Editing); Crowd Control

**Leadership Roles:** Organizational Committee Head – Young Hoteliers' Exposition; Vice President of External Affairs – Chefs in Progress; Student Ambassador

**Interests & Hobbies:** Photography, Literature, Cycling

## References

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**Mara Espina – Director of Customer Sales**

**Suzette Baculi – Service Leader, Customer Sales**

Makati Shangri-La, Manila (Philippines)

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**Sihah Rahman – Service Manager, Service Centre**

**Maggie Sisomphou – Service Leader, Service Centre**

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