

Abanto, Alejandro M.

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WORK EXPERIENCE

Senior Travel Consultant - KAV Travel and Tours OPC

September 2024 - July 2025

- Served as Senior Consultant in decision making for Operations Department
- Provided insights, techniques, and tools to make every transaction run smoothly
- Handled several Corporate and Government Agencies accounts
- Active in providing bidding quotations for Government agencies
- Specialized in creating customized travel plans
- Worked as a Trainer for Newly Hired Travel Consultant, providing tools, workflow, training module to make an efficient training experience

Support Ambassador - Telus International Philippines

May 2023 - November 2023

- Served as a Customer Representative in guiding the customer on how the travel platform works
- Assisting both guests, and hotel owners in creating a profile on the platform to book and to sell their property internationally
- Ability to compute refunds with the help of the company policies and protocols
- Knowledgeable in hotel recommendations that suits the preference of a customer or a guest
- Served as a mediator or a decision maker to both guests and owner when there's a complaint before, during and after the reservation

Technical Integration Officer - Viyahe Philippines

June 2019 - February 2023

- Promoted as a Technical Integration Officer after a year of being a Travel Assistant
- Served as a Technical Liaison between developers and operations in creating a mobile travel application
- Checked software bugs/glitches to make sure that the app works well
- Conducted a series of training sessions to the Operations on how the app works if there's a new feature
- A go-to person if there's a difficulty on the platform that impedes the quality of service of the app
- Handling user complaints effectively and efficiently
- Assisting travel insurance, visa's and other flight documents

Operations Supervisor - KGP Travel & Tours

June 2017 - April 2019

- Served as a Team Leader in supervising the operation
- Involved in various meetings and travel expo with Philippine Travel Agency Association (PTAA)
- Able to book and reserve flights, hotel reservations, tours, and other recreational activities
- Able to communicate effectively through written and oral forms
- Effective in creating emails to suppliers and clients to make sure that everything is organized well
- Friendly, polite, and a knowledge-driven person

WORK EXPOSURE

Youth Minister - Beatitudes Youth Ministry

2010 - 2012

- Served as a speaker in various retreat and recollection in some private and public schools in Metro Manila

Worship Minister - Bangkal Christian Church

2017 - 2021

- Served as an arranger and music ministry member in every events in and out of the church
 - Facilitated various outreach programs in some barangays within Makati City
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SKILLS AND QUALIFICATIONS

- Efficient in Microsoft 365 and Google Drive
 - Knowledgeable in travel destinations
 - Excellent in handling FIT and corporate clients
 - Has a strong communication and interpersonal skills
 - Sales and negotiation abilities
 - Acquired certificate for Basic Reservation and Ticketing for both Sabre and Amadeus
 - Attentive to detail and organizational skills
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EDUCATIONAL BACKGROUND

Olivarez College - Dr. A. Santos Ave., Sucat Road Paranaque
Bachelor of Science in Hotel and Restaurant Management
2009-2012

Pasay City East High School

E. Rodriguez Street Malibay Pasay City S.Y. 2004-2008

CHARACTER REFERENCE

Chean Alonzo

Assistant Unit Manager
09176352406

Niño Villamonte

Lead Pastor / Bangkal Christian Church
09954995090

Katherine Paguirigan

Entrepreneur
09176503271

I, hereby certify that the above information is true and correct to the best of my knowledge and ability.



Alejandro M. Abanto