



# GERALD ANDREW A. DAZA

## CONTACT

+971588271136

geadaza22@gmail.com

Al Khalifa Building, Al Nahda 1, Dubai

## EDUCATION

2016-2017

**NATIONAL HOSPITALITY INSTITUTE (WADI KABIR, MUSCAT, OMAN)**

- IATA-UFTAA Foundation Diploma and Electronic Booking Tools (International Qualification from Canada)
- Cabin Crew Diploma (International qualification- UK)
- IATA AIRSIDE SAFETY (Canada)
- Customer Service and Conflict Management
- Health Safety (UK)
- Food and Beverage Training
- First Aid (UK)
- Food and Safety (CIEH,UK)
- Basic Cabin Crew Training
- Hospitality Training

2013- 2015

**CENTRO ESCOLAR UNIVERSITY (MANILA., PHILIPPINES)**

- Bachelor of Science in Tourism Management

2008-2013

**PHILIPPINE SCHOOL OMAN**

- Elementary and Secondary

2003-2008

**CAMARINES NORTE STATE COLLEGE (BICOL, PHILIPPINES)**

- Elementary

## SKILLS

- Excellent interpersonal and communication skills
- Hardworking and trustworthy
- Good listener and fast learner
- Extensive skills in customer service
- Proficient in Microsoft Office Suite (Word, PowerPoint, Excel) and Social Media

## ABOUT ME

I am a dedicated 28-year-old professional seeking a challenging role where I can leverage my skills and knowledge to contribute to organizational growth. I thrive in dynamic environments and am passionate about customer service and basic technical skills. Staying up-to-date with industry trends allows me to contribute innovative solutions to complex challenges. My goal is to build a rewarding career while fostering a positive work culture.



**BIRTHDAY**  
March 13, 1996



**PLACE OF BIRTH**  
Daet, Cam. Norte



**GENDER**  
Male



**RELIGION**  
Roman Catholic

## WORK EXPERIENCE

- **Lulu Exchange Co. LLC** 2020 - 2024  
Front Line Associate - Operations Department  
Muscat, Sultanate of Oman.
  - Provide exceptional customer service by assisting customers with various transactions, such as money exchange, bill payments, and remittance services, while ensuring accuracy and efficiency.
  - Adhere to strict security protocols and compliance regulations.
  - Promote Lulu Exchange's products and services effectively.
- **City Hotel - Muscat, Oman** 2018-2019  
Hotel Front Desk
  - Greet and welcome guests upon arrival, providing them with a warm and hospitable experience.
  - Handle check-in and check-out procedures efficiently, ensuring accurate registration and billing.
  - Provide exceptional customer service by addressing guest inquiries and requests promptly and professionally.

## CITATIONS/AWARDS RECEIVED

- March 2017** Passed the Foundation in Travel and Tourism with Sabre Examination Montreal Canada Accredited
- May 2017** Outstanding /Trainee of the Month- Cabin Crew

## SEMINARS/TRAININGS

- May 2019** Front Desk Agent (Trainee) - Peninsula Hotel, Muscat, Oman
- October 2017** American Food Expo 2017 - Avenues Mall, Muscat, Oman
- August 2014** Familiarization Tour and Resort Management Orientation - Batangas City, Philippines

## LANGUAGES

- English (Fluent)
- Filipino (Fluent)