

# GIAN TRISIA AMORES

## PROFILE

As a dedicated Guest Service Agent Team Lead, I am eager to leverage my transferable skills — such as communication, problem-solving, and customer service excellence — by pursuing opportunities beyond the hospitality industry. I am committed to broadening my professional scope, developing new competencies, and contributing to organizational success in a dynamic environment.

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## SKILLS

- Customer Service
- Leisure Management
- Health and Safety Training
- Activity Coordination
- Customer Relations
- MICE Events
- Amadeus
- Communication Skills
- Guest Service
- Apollo

## EDUCATION

### TOURISM - TRAVEL SERVICES

Algonquin College - Ottawa Campus  
2023 - 2024

GRADUATED

### BACHELOR IN TOURISM MANAGEMENT

University of San Carlos - Cebu  
2016 - 2020

GRADUATED

### BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION

Saint Vincent's College - Dipolog  
2015 - 2016

## CERTIFICATE

### GVENT 2025:AESTHETIC SENSE

Germain Hotels: ALT Hotel Ottawa  
Downtown  
June 2025

### GVENT 2025:TEAMWORK

Germain Hotels: ALT Hotel Ottawa  
Downtown  
May 2025

### TRAVEL COUNSELLOR EXAM

Travel Industry Council of Ontario  
April 2023

### SMART SERVE CERTIFICATE

Smart Serve Ontario  
240627484685  
June 27, 2024 - June 26, 2029

## EXPERIENCE

### GUEST SERVICE AGENT - TEAM LEAD

ALT HOTEL OTTAWA DOWNTOWN - OTTAWA, CANADA

JUNE 2025 - PRESENT

- Overseeing front desk operations, ensuring timely and efficient handling of guest inquiries, check-ins, and service requests.
- Delivered exceptional service with professionalism, while mentoring team members to maintain high guest service standards.
- Coordinated with internal departments (e.g., housekeeping, maintenance) to ensure accurate and prompt fulfillment of guest needs.

### GUEST SERVICE AGENT

ALT HOTEL OTTAWA DOWNTOWN - OTTAWA, CANADA

AUGUST 2024 - MAY 2025

- Guest Check-in/Check-out Operations where I greet guests, verify bookings, issue room keys, and process payments upon departure.
- Customer Service & Issue Resolution where I respond promptly to guest inquiries, handle complaints professionally, and ensure guest satisfaction.
- Reservation and Administrative Tasks where I manage bookings, update guest records in the system, and coordinate with other departments for smooth operations.

### SERVER

TAMIS CAFE & RESTO - OTTAWA, CANADA

MARCH 2024 - JULY 2024

- My responsibility includes receiving customers' orders and guaranteeing their prompt and efficient service.
- Deliver exceptional service to all patrons with professionalism and respect.
- Facilitate communication with kitchen personnel to ensure accurate fulfillment of customers' orders and requests.

### KEYHOLDER

KIEHL'S RIDEAU CENTRE, OTTAWA, CANADA

FEBRUARY 2023 - AUGUST 2024

- Provide personalized product recommendations based on each customer's skin type, needs, and preferences.
- Guide customers in choosing suitable skin, hair, and body products aligned with their individual requirements.
- Prepare machines and systems before opening and accurately maintain daily sales and transaction records.

### ONLINE ENGLISH TUTOR

ENGOO - MAKATI, PHILIPPINES

MAY 2021 - MAY 2022

- I consistently administered both oral and written assessments to gauge learning progression and identify any challenges.
- I offered feedback on teachers' lesson plans and student resources to guarantee their suitability for the students.

### ADMINISTRATIVE ASSISTANT

DEPARTMENT OF LABOR AND EMPLOYMENT - DIPOLOG, PH

JULY 2020 - DECEMBER 2020

- Under the supervision of a manager, I executed diverse administrative tasks to enhance workflow efficiency and productivity.
- Managed phone calls and email correspondence for the team, enabling senior staff to concentrate on more strategic matters.

### GUEST SERVICE ASSOCIATE - TRAINEE

DEPARTMENT OF TOURISM - CEBU, PHILIPPINES

JANUARY 2020 - MARCH 2020

- Handled accreditation for tourism enterprises, ensuring compliance with industry standards.
- Assisted arriving passengers through immigration, customs, and connecting with transportation or tour guides.
- Supported departing passengers from check-in through immigration to their boarding gates.