

ALEXANDRA CASTAÑAREZ SAN ANTONIO

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📍 Nueva Ecija, Philippines



PROFESSIONAL SUMMARY

Results-driven Booking Administrator and Customer Support Professional with over 5 years of experience in hospitality operations, reservation management, guest relations, healthcare customer support, and administrative coordination. Proven ability to manage high-volume bookings, coordinate daily operations, schedule appointments, process payments, maintain accurate records, and deliver exceptional customer service in remote, fast-paced environments.

Skilled in coordinating with clients, guests, service providers, and cross-functional teams to ensure seamless operations, efficient workflows, and exceptional customer experiences. Recognized for strong communication, organizational, and problem-solving skills, with a keen attention to detail and the ability to thrive in fast-paced environments. Seeking a remote opportunity where I can leverage my administrative, operational, and customer service expertise to support business growth and operational excellence.

CORE SKILLS

Reservation & Booking Management • Hospitality Operations • Property Operations Management • Administrative Support • Guest Relations & Customer Service • Occupancy & Calendar Management • Vendor & Maintenance Coordination • CRM & Reservation Systems • Payment Processing & Account Administration • Documentation & Records Management • Quality Assurance & Issue Resolution • Cross-Functional Collaboration • Appointment Setting • Insurance Verification & Claims Support • Billing & Collections Management • Remote Operations • Time Management & Multitasking • Problem Solving

TECHNICAL SKILLS

Microsoft Office (Word, Excel, Outlook) • Google Workspace • CRM Systems • Reservation Management Systems • Property Management Software • Microsoft Teams • Zoom • Slack • Online Payment Processing Platforms

BOOKING ADMINISTRATOR

Holiday Paradise Australia

March 16, 2023 – Present

- Coordinate daily operations across our multiple luxury short-term rental properties, ensuring accommodations remain guest-ready and operational at all times.
 - Managed reservations, booking modifications, and cancellations while maintaining accurate occupancy and property records.
 - Communicated with guests throughout their stay, providing check-in and check-out instructions, answering inquiries, and ensuring a smooth guest experience from arrival to departure.
 - Coordinated with housekeeping teams, maintenance staff, contractors, and external service providers to schedule cleaning, repairs, and property maintenance.
 - Monitored maintenance requests, ensuring timely scheduling, follow-up, and resolution of property-related issues.
 - Process invoices, guest payments, refunds, and booking transactions while maintaining financial accuracy.
 - Monitored property readiness and operational requirements to support seamless guest arrivals, departures, and overall guest satisfaction.
 - Maintained detailed records of guest concerns, maintenance requests, operational updates, and service completion statuses using reservation and CRM systems.
 - Managed and resolved escalated guest, cleaning, and maintenance issues by coordinating with internal teams and external teams.
 - Supported quality assurance initiatives by monitoring service standards, documenting issues, and implementing corrective actions to improve operational performance.
 - Generated reports and maintained accurate documentation to support management reporting, process improvements, and operational efficiency.
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APPOINTMENT SETTER (Contract Position)

Corporate Development Group Englewood Cliffs, NJ

September 2022 - January 2023

- Conducted lead generation, prospecting, qualification, and follow-up activities to support business development.
- Managed high-volume outbound calls to engage prospective clients and schedule appointments.
- Presented products and services while educating potential clients on pricing and available solutions.
- Collected client information and completed documentation required for the sales process.
- Built strong client relationships through professional communication and personalized customer service.
- Collaborated with sales representatives to ensure successful lead handoffs and improved conversion rates.
- Consistently achieved appointment-setting and productivity targets.

HEALTHCARE CUSTOMER SUPPORT SPECIALIST

GlobalTek PH Cabanatuan City, Nueva Ecija

October 2021 – August 2022

- Assisted patients and clients with billing inquiries, account concerns, insurance verification, and healthcare-related customer support.
- Processed payments and coordinated claims while maintaining compliance with HIPAA, PHI, and data privacy standards.
- Managed confidential patient records with accuracy and professionalism.
- Collaborated with internal departments to resolve billing discrepancies and improve customer satisfaction.
- Supported collections and follow-up activities through solution-focused communication.
- Maintained high-quality customer service while managing multiple tasks in a fast-paced environment.

COLLECTIONS REPRESENTATIVE

iQor Clark, Pampanga

June 2021 – August 2021

- Assisted customers with billing inquiries, payment arrangements, account balances, and collections.
- Processed payments, account adjustments, and claim-related requests in accordance with company policies.
- Documented customer interactions accurately within CRM systems.
- Maintained compliance with company guidelines while achieving productivity and quality performance metrics.
- Collaborated with internal teams to resolve account issues efficiently.

CUSTOMER SERVICE REPRESENTATIVE

Alorica Clark Pampanga

March 2020 – December 2020

- Assisted customers with billing inquiries, account concerns, order tracking, and product-related questions.
 - Delivered professional customer service through inbound and outbound communications.
 - Documented customer interactions accurately within company systems.
 - Collaborated with team members to achieve service quality and productivity goals.
 - Resolved customer concerns with empathy, professionalism, and strong problem-solving skills.
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EDUCATION & TRAINING

- **Events Management Services NC II**
Executive Technical Consultants | 2019
- **Contact Center Services NC II**
Nueva Ecija Institute of Language | 2019
- **International Culinary Arts**
La Fortuna College | 2009
- **Bachelor of Science in Business Administration**
Major in Management (Undergraduate)
Central Luzon State University
- **Alternative Learning System (Secondary Graduate)**
Quezon, Nueva Ecija