



# SEAN NATHALIE P. BATAYOLA

## CAREER OBJECTIVES

Driven to grow in a dynamic professional environment by embracing new challenges, expanding my skills, and making impactful contributions to organizational goals.

## TRAINING EXPERIENCE

**Front Desk Agent** April 2025 - Present  
Cophthorne Airport Hotel - Dubai, United Arab Emirates

- Delivered efficient, courteous, and prompt service to ensure a high level of guest satisfaction throughout the guest journey—from arrival to departure.
- Managed check-ins, check-outs, and guest profiling for all Emirates transit passengers using Opera and Redberry systems.
- Handled guest concerns professionally, resolving issues promptly to maintain a high level of satisfaction.

**Flight Attendant Training** May 2023  
PTC Aviation Training Center Inc. - Paranaque Clty, Philippines  
on-the-job training

- Acquired familiarity with the routine and non-routine responsibilities of an Airline Passenger Services Agent and Cabin Crew, enhancing knowledge of airline operations and customer service excellence.
- Demonstrated safety and emergency procedures to ensure passenger well-being and compliance with airline protocols.

**Travel Agent Trainee** April - May 2023  
Seasons 12 Travel and Tours - Palawan, Philippines  
on-the-job training

- Encoded tour booking requests for any Puerto Princesa, Palawan destinations in an Excel application, with a focus on Underground River Tour bookings, and transmitted the data to the UR Office.
- Filed all tour and transportation receipts to ensure accurate record-keeping and organization.
- Prepared individual Statements of Account for visitors booking tours through Seasons 12 Phils Travel and Tours for March and April.

**Front Desk, Housekeeping and F&B Staff** March - April 2023  
Best Western Plus the Ivywall Hotel - Palawan, Philippines  
on-the-job training

- Developed and demonstrated exceptional skills in guest room preparation to ensure comfort and satisfaction.
- Gained hands-on experience in front desk operations, including handling transactions between hotel guests and the front desk.
- Demonstrated excellent customer service skills by greeting and welcoming guests to ensure a positive first impression.

## CONTACT

0509797861

seanbatayola25@gmail.com

Al Qusais 1, Dubai  
United Arab Emirates

## EDUCATION

2019 - 2023

MANUEL S. ENVERGA  
UNIVERSITY FOUNDATION

Bachelor of Science in Tourism  
management

- Cum Laude
- Excellence in Tourism  
Research
- Best in Tourism Management  
Practicum

## SKILLS

- Leadership and Teamwork
- Outstanding Time Management
- Effective Communication
- Ability to handle stressful  
situations Calmly and Efficiently
- Ability to Multitask and Prioritize  
Effectively

## LANGUAGES

- English
- Tagalog