

## Giselle Angela M. Cabutaje

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425 Gen. Elias Topacio St.

Imus City, Cavite

Philippines



Dedicated Administrative Assistant and Client Relationship Support for 5 years. Skilled in systems like SAP (System Applications and Products), and Global Distribution System like Sabre, Apollo/Galileo, Amadeus and Worldspan. With greater experience in Microsoft Office Word, Excel, PowerPoint. Growth oriented and knowledgeable in providing friendly customer service to clients and fellow professionals.

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### Work Description

**Intercontinental Hotels Group**  
**GDS Process Support Coordinator**

**July 2019 – January 2021**

- Maintained the Parity of Reservation information between Global Distribution System and Guest Reservation System which resulted to clarity of reservation by clients.
- Hotel Reservations thru email were manually entered in the system that gave Guest a room to their requested dates.
- Conducted rate audits for new and existing hotels that resulted in aligning the data between the accounts and the hotel which also gave clarity to two parties.
- Made a proposal of Audit Form that will help our team to refine the procedure in the future.

**SM Engineering Design & Development Corp.**  
**Admin. Assistant**

**Sept 2016 – June 2019**

- Processed the documents and billings of our group that helped the Contractors and Suppliers get paid.
- Managed the important documents that resulted of on-time project development on site.
- Assisted the Project-in-Charge which helped them completed their tasks.
- Provided possible solutions to Contractors, Suppliers and Project-in-Charge that resulted in solving their concerns.
- Gave feedbacks to Contractors, Suppliers and Project-in-Charge in their queries which helped them gain more knowledge in the process of the company.

- Learned the thorough checking of the documents and updated the client's information which avoided the confusion when the files are needed.
- Made monthly inventory of their files and sorted the new ones wherein it helped us in checking the needed information.
- Discovered how to properly assist the clients when tasked to assist in property turn-over which made me realize the importance of handling their concerns.
- Learned the needs in inspection of condo units that thought me how thoroughly things needed to be done.

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**Education**

**Bachelor of Science in Office Administration**  
**Cavite State University-Imus Campus**  
Cavite Civic Center, Palico IV, Imus City

**March 2016**

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**Trainings &  
Workshops**

**Basic Graphic Design**  
**Lejit Online Virtual Assistance Academy**  
Thru Online

**October 2020**

**Strategic Thinking**  
**Harvard Manage Mentor**  
Thru Online

**April 2020**

**Fired Up, Ready to go!**  
**World Stage (Coach Cherry Africa)**  
Microtel, Pasay City

**March 2019**