

MELIZA AVEGAILE P. DE CASTRO

melizadecastro.va@gmail.com | +63 970 600 4188 (WhatsApp) | Batangas City, Philippines
www.linkedin.com/in/meliza-decastro

PROFESSIONAL SUMMARY

Travel Reservations and Tourism Sales professional with international hospitality experience supporting travel and resort operations in the Maldives tourism industry. Skilled in reservations coordination, email booking management, customer support, and tourism sales using Excel, hotel reservation systems, Agoda, Booking.com, Trip.com, and Travel + Leisure platforms. Assisted 10 to 25+ clients daily through email and direct communication while coordinating travel-related inquiries and booking requests. Comfortable handling English calls and client communication, with remote-ready equipment and availability across US, UK, and AU timezones.

KEY SKILLS

Travel Reservations | Hotel & Resort Booking | Email Booking Management | Tourism Sales Support | Customer Service | Agoda | Booking.com | Trip.com | Travel Coordination | International Client Communication | Administrative Support | Calendar & Schedule Coordination | Data Entry | English Email Communication

PROFESSIONAL EXPERIENCE

Sales Reservations & Marketing Representative

Capital Travel & Tours Pvt. Ltd., Maldives | Dec 2007 – Feb 2009

- Assisted 10 to 25+ international clients daily through email and phone support for hotel and resort reservations.
- Processed 20 to 30 weekly travel bookings using Agoda, Booking.com, Trip.com, and hotel reservation systems.
- Coordinated client arrival and departure schedules, ensuring accurate booking confirmations and travel details.
- Collected and verified client payments while maintaining accurate reservation records and booking documentation.
- Supported tourism sales and promotional activities, including participation in the International Tourism Board Exhibition at Suntec Hall Singapore.

Sales Reservations & Marketing Representative

Island Voyage Pvt. Ltd., Maldives | May 2012 – Apr 2013

- Managed daily reservation inquiries and booking requests for hotel and resort accommodations through email and phone communication.
- Assisted international travelers with travel coordination, booking confirmations, and reservation updates.
- Maintained organized booking records using Excel and reservation management systems for accurate client tracking.
- Supported sales targets by assisting clients with travel package recommendations and reservation upgrades.

Sales & Marketing Representative

Luxury Island Collection Pvt. Ltd., Maldives | Jun 2013 – Oct 2013

- Coordinated resort and travel reservation requests for international guests while ensuring timely booking confirmations.
- Responded to customer inquiries professionally through email and phone support, improving overall client satisfaction.
- Processed booking requests, payment coordination, and reservation documentation for travel and hospitality services.
- Assisted clients with travel-related concerns, itinerary coordination, and reservation adjustments.

Sales & Office Clerk

MRWN Rice Trading Corporation, Batangas City | Jun 2025 – Feb 2026

- Assisted customers with sales inquiries, order coordination, and daily administrative support.
- Maintained organized sales records, invoices, and office documentation using Excel and Microsoft Office tools.
- Coordinated customer follow-ups and supported daily office operations to ensure smooth workflow.

TECH PROFICIENCY

Productivity & Admin: Google Workspace, Microsoft Office, Excel, Google Drive

Communication: Zoom, Slack, Google Meet, WhatsApp

Travel & Reservations: Agoda, Booking.com, Trip.com, Travel + Leisure Platforms, Hotel Reservation Systems, Email Booking Platforms

AI & Automation: ChatGPT

Design & Content: Canva

Project Management: Calendar Scheduling, Travel Coordination, Client Follow-Ups

EDUCATION

Korean Language Culture Training Center Inc.

Guadalupe, Makati City | 2015

San Agustin National High School

Batangas City | 2001

REMOTE WORK READINESS

Internet: Globe Telecom Fiber, 50+ Mbps primary connection | Smart 5G mobile hotspot backup

Power Backup: Small solar power system supporting up to 8 hours of work during outages

Equipment: Dell Vostro 15 3510, Intel i5 11th Gen, 16GB RAM, 477GB storage | Noise-canceling headset | HD webcam

Workspace: Quiet private room with minimal distractions for calls, chat support, and client meetings

Availability: Full-time | Flexible across US EST/PST, UK GMT, and AU AEST timezones

LANGUAGES

English: Fluent

Filipino: Native

Hangul: Proficient