

Education

Bachelor of Science,
International Hospitality Management Cruise Line Operations and Hotel Services
Lyceum of the Philippines University, Manila | 2011 - 2017

Language

Tagalog: Native

English: Professional

Thai: Basic

Skills

- Communication
- Problem-Solving
- Team Collaboration
- Task and Time Management
- Customer Relation
- Adaptability and Flexibility

Kevin Silos

Summary of qualifications

- 5+ years of experience in telemarketing, international guest relations, and hospitality.
- Strong communication, customer service, and problem-solving skills.
- Proficient in Salesforce CRM, appointment scheduling, and administrative coordination.
- Proven ability to achieve sales targets and support international clients.

Work Experiences

Minor Vacation Club, Phuket **Oct 2022 - Feb 2026**

Telemarketing Executive

- Managed high-volume outbound communications, consistently
- Meeting and exceeding daily call and conversion targets across an international client base.
- Maintained accurate client records and interaction logs using CRM software (Salesforce), ensuring data integrity and seamless follow-ups.
- Coordinated appointment scheduling and follow-up sequences for sales consultants, reducing missed leads by streamlining the handoff process.
- Awarded Rising Telemarketing Star of the Year (2024) recognized for outstanding performance, reliability, and communication excellence.

Blue Tree, Phuket **Sep 2018 - Oct 2022**

International Guest Relations Officer

- Served as the primary point of contact for international guests,
- handling inquiries, complaints, and special requests via phone, email, and in-person -- directly translatable to remote client support.
- Coordinated cross-departmental communication to resolve guest issues efficiently, demonstrating strong follow-through and multi-tasking ability.
- Maintained detailed daily activity logs and guest preference records, supporting team-wide service consistency.
- Assisted with scheduling reservations, event coordination, and administrative tasks for guest services management.

Glam Habitat Hotel Phuket **Sep 2018 - Sep 2019**

Food & Beverage Attendant

- Delivered attentive, personalized service in a fast-paced hospitality setting, honing time management and multitasking capabilities