

# MARIA KATRINA VANESSA L. DUKA

City of San Jose Del Monte, Bulacan  
09171020710 / 09157989773 | dukakatrina@gmail.com



## OBJECTIVE

To leverage my strong background in administrative support, hospitality operations, and customer service in a dynamic organization that values efficiency, professionalism, and service excellence.

## EDUCATION

Bachelor of Science in Travel Management  
College of Tourism and Hospitality Management, University of Santo Tomas  
España, Manila, Philippines | June 03, 2019  
Cum Laude

## SKILLS

- Excellent customer service and people-oriented approach
- Proficient in processing transactions and issuing receipts
- Appointment booking and schedule coordination
- Strong time-management, interpersonal, and organizational skills
- Proven leadership and teamwork abilities
- Career Service Professional PD 907 – Honor Graduate
- Proficient in Microsoft Office, Google Workspace, and Outlook
- Experienced in handling confidential and sensitive information

## WORK HISTORY

### Spa Receptionist (Pioneer Team)

Asmara Inc., Solaire Resort North Hotel | May 11, 2024 – Present

- Delivered warm and professional service in compliance with Forbes Travel Guide service standards
- Scheduled and coordinated spa treatments to optimize staff and facility utilization
- Processed payments using Agilysys POS and issued receipts accurately
- Issued lockers to checked-in guests and verified their profiles in the OPERA system.
- Prepared and sent updated daily operational reports
- Answered incoming calls while maintaining Forbes Travel Guide communication standards

### Senior Administrative Assistant III

Office of the Secretary, Department of Tourism | June 01, 2023 – December 31, 2023

- Managed high-volume emails and official documents via Gmail and Outlook

- Served as a reliable point of contact for Department of Tourism's operating units, attached agencies, national and local government units, and private stakeholders
- Assisted VIPs and officials during the DOT's 50th Anniversary and campaign launch
- Prepared official communications and oversaw document filing
- Monitored and encoded documents using OSEC Document Tracking System

#### **Senior Administrative Assistant I**

Office of the Secretary, Department of Tourism | August 01, 2022 – May 31, 2023

- Processed and routed emails and official documents for the Secretary and Chief of Staff
- Prepared transmittal and acknowledgement letters
- Released signed documents and coordinated with internal and external offices

#### **Administrative Assistant V**

Office of the Secretary, Department of Tourism | October 18, 2021 – July 29, 2022

- Tracked and monitored documents for the Office of the Chief of Staff
- Reviewed incoming correspondence and official communications
- Supported foreign delegations during the WTTC event hosted by the Philippines
- Handled complaints referred by the Presidential Complaint Center

#### **Research Analyst**

Armed Forces of the Philippines | April 01, 2021 – June 30, 2021

- Assisted in drafting communications for international military engagement
- Coordinated with foreign and local counterparts on joint military programs

#### **TRAINING / SEMINARS ATTENDED**

- Filipino Brand of Service Excellence, Department of Tourism, December 07, 2023
- 2nd Quarter AFP International Military Affairs Family Conference, May 27, 2021
- Webinar on the Prohibition of Nuclear Weapons, Department of Foreign Affairs, May 19, 2021
- Receiving and Responding to Workplace Communication, Technical Education and Skills Development Authority, May 27, 2020

#### **AWARDS, HONORS, AND ACTIVITIES**

- Cum Laude, College of Tourism and Hospitality Management, June 03, 2019
- Best Presenter – The 9th Saint Hyacinth Research Colloquium, April 24–26, 2019
- Dean's Lister, College of Tourism and Hospitality Management, SY 2015–2019

#### **CHARACTER REFERENCES**

- Atty. Glenn Albert M. Ocampo, Director IV, Department of Tourism
- Atty. Serjen Lara Chua M. Chua, Bank Officer IV, Bangko Sentral ng Pilipinas