

SHAIRA SALAMANCA

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ABOUT ME

Passionate about travel and dedicated to achieve my goals. I am currently studying at LaSalle College, while working at a part-time job that helps me gain more experience in customer service, which can be greatly utilized later on when working in the field. As I am finishing my studies, I am excited for the new experiences and new opportunities that will allow me to use the knowledge that I have learned throughout my three years in the Tourism program.

EDUCATION

2018 - 2021 • **College LaSalle**

DEC in Tourism Techniques - Specialization in Development and Promotion of Travel Products

- Learned about IT, Customer Oriented Approach, Art of Communication, Sales Techniques, Human Resources and Accounting in the tourism and hospitality industry.
- Gained knowledge on the cultural and tourist attractions around Canada, the United States, the Caribbean and Latin America, Europe, Africa, the Middle East and Asia.
- Created group and individual packages
- Mastered marketing research and promotion
- Studied reservation systems: Apollo and Sabre

2013 - 2018 • **École Secondaire Saint-Luc**

EXPERIENCE

Nov 2019 - Present **Sales Associate at Garage Clothing**
705 Saint-Catherine St W #3124B, Montreal, Quebec H3B 4G5

- Connect with customers and ensure customer satisfaction.
- Maintain the cleanliness of the store, while providing customer service in both English and French
- Manage transactions and issue any refunds
- Prepare any online orders and restock the inventory of the store
- Provide relevant information on the products

Apr 2019 - Oct 2019 **Cashier at A&W**
7235 rue St Jacques St, Montreal, Quebec H4B 1V3

- Ensured to provide great customer service in both English and French in a fast-paced environment
- Maintained the cleanliness of the restaurant
- Manage transactions whether by cash or card
- Resolve any customer complaints

ACHIEVEMENTS

Publication

I had the opportunity to have an article of mines published on TourismExpress, which is a well-known news source of the tourism industry in Quebec.

Salamanca, Shaira. "The «new normal ways» of traveling the world", *TourismExpress*, 2021.

Awards

For Winter 2020, I was lucky enough to receive an International School of Hotel Management & Tourism badge from LaSalle College for showing rigor.

"The student shows RIGOR by paying particular attention to all the details. She is precise in her tasks and concerned by the quality of the work to be done and its delivery."

SKILLS

GDS - Apollo and Sabre

Customer service

Written and verbal communication skills

MS Word, PowerPoint and Excel

Multitasking, problem solving and team work skills

LANGUAGES

French and English (Fluent)

Tagalog and Spanish (Basic)

QUALITIES

- Organized
 - Outgoing
 - Team player
 - Go-getter
 - Hard worker
 - Responsible
 - Detail-oriented
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