

# Jolina Cyril A. Palmera

Cabin Crew | Events Management | Sales and Marketing

Bacoor Cavite, Philippines 4102  
jolinapalmera@gmail.com

(02/14/1997)  
0977 275 2388



## EXPERIENCE

### **Qatar Airways, Doha Qatar — Cabin Attendant**

November 2018 - February 2023

Oversaw the maintenance of comfort, safety, and security of all passengers by utilizing a customer-centered work ethic. Conducted pre-flight checks of cabin emergency equipment and delivered safety briefings to ensure emergency compliance. Upheld a 5-star quality service to customers on-board while applying Covid-19 precautions.

Assisted passengers with stowing luggage up to 50 pounds, served meals, snacks, and beverages, and responded to individual passenger requests. Interacted with patrons and attended to the needs and requests of all travelers, prioritizing safety in all flights.

Qualified to fly Boeing and Airbus aircraft (wide and narrow bodied aircraft) and certified in first aid. Attended refresher and recurrent training yearly to maintain the highest level of industry knowledge.

### **Center of Culinary Arts, Manila — Sales and Marketing**

September 2021 - May 2022

Performed cost-benefit analysis of existing/potential customers to meet current and future needs. Established, developed, and maintained positive business and customer relationships by providing outstanding service and support

Met weekly, monthly, and annual sales quotas through the successful implementation of sales and marketing strategies and tactics. Established sales goals by forecasting annual sales quotas and projecting expected sales volume for existing and new products.

Ensured the sales campaign reached its target market segment by utilizing and organizing sales and productivity reports daily.

### **ESCOM Events, Manila — Assistant Conference Producer**

November 2020 - September 2021

Recruited speakers, sponsors, and VIP delegates (C-level executives) and provided onsite event services and management.

## SKILLS

Effective Time Management

Ability to Work in a Team

Customer Service

Communication Skills

Microsoft and Canva

## AWARDS

Best Participant during training with Qatar Airways

Created event content , agendas, and topics. Assisted related marketing, branding, promotion, and media relationship management.

Collaborated with the project director on operational and preparatory work to coordinate with event partners, government, media, and other outside associations.

### **Red Pixel Solutions Global Inc., Makati — *Senior Frontdesk Ambassador***

August 2017 - October 2018

Implemented standards and procedures for members of the team, oversaw front office reception and administrative duties.

Purchased uniforms and inventoried makeup for company employees. Organized company events and outings for holidays, team building exercises, and birthday celebrations.

Interviewed, hired, and trained new employees. Scheduled meetings for executives.

### **EDUCATION**

#### **De La Salle University - Dasmaringas, Dasmaringas — *BS Tourism Management***

June 2013 - June 2017

Assistant head of the Documentation Committee "The 3rd Young Filipino Tourism Advocates Power Conference"

#### **Paco Catholic School, Manila — *Secondary School***

June 2010 - March 2013

### **REFERENCE**

**Joanna Bak**, Qatar Airways  
+97450832638, [jbak@qatarairways.com.qa](mailto:jbak@qatarairways.com.qa)

**Andrew Banks**, Center of Culinary Arts Manila  
+4407590586044, [banksy2288@gmail.com](mailto:banksy2288@gmail.com)

**Lance Grant**, ESCOM Events  
+13178510750, [grant.lancej@gmail.com](mailto:grant.lancej@gmail.com)

**Shirley Ken**, Red Pixel Solutions Global Inc  
+639175422403, [kayllnt@yahoo.com](mailto:kayllnt@yahoo.com)