



Tristan Vibar Tirona

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PERSONAL INFORMATION

> Age: 43
> Nationality: Filipino
> Birthdate: April 04, 1974
> Birthplace: Manila. Philippines
> Religion: Roman Catholic
> Gender: Male
> Current position: Corporate Sales Manager
> License: Valid Bahrain Driving License

CAREER PATH / WORK EXPERIENCE

August – Current **Gulf Gate Hotel / Bahrain International Hotel** **Manama, Bahrain**

Corporate Sales Manager

- ** Handling all Corporate (International / Global and Local Companies)
- ** Managing majority of Wholesalers (Farhat, DOTW, Agoda, EET Global Service and more)
- ** Update action plans and financial objectives quarterly.
- ** Identify new markets and business opportunities and increase sales
- ** Represent Hotels in various events and exhibition.
- ** Implements all sales action plan related to market areas as outline in Marketing plan.
- ** Conduct daily sales call and arrange site inspection trips to hotel by corporate clients.
- ** Develop strong relationship with FOM and team to ensure working unity and achieve same goals.
- ** Attending all department and hotel meetings as necessary.
- ** Targeting key accounts potential for the company.

July.2014-July 2017 **Al Raya Suites and Hotel** **Manama, Bahrain**

Corporate Sales Manager

- ** As Corporate Sales Manager, Handling all Corporate, International and Local companies on their Requirements for Hotel Reservation/bookings and events.
- ** Building relationships to potential clients, highlighting Hotel facilities as optimum for business events of all kinds.
- ** Responsible for negotiating contracts, pricing and credit terms.

- ** Generating new accounts as well as non-active accounts for a Possible corporate agreements.
- ** Update action plans and financial objectives quarterly.
- ** Identify new markets and business opportunities and increase sales
- ** Implements all sales action plans related to my market areas as outlined in the Marketing plan
- ** Conducts daily sales calls and arrange site inspection trips to hotels by corporate Clients
- ** Able to provide Quick and timely responses, immediate communication to the Properties , develop professional long term business relationship

June 2012 – Jun 11,2014	<p>Governor Westbay Suites and Residence Duty Manager</p> <ul style="list-style-type: none"> ** Handling customer care for Transport fleet for Doha Airport Taxi Services. ** Supervising team of 10 agents on their Booking Reservations,Dispatch, customer complaints and roster. **Directly reporting to Managing Director\ on a daily basis for total executions of reservations and daily bookings. **Handling Customer complaints. **Handling VIP customers upon request from Mowassalat (Ministry of Transpo and Management of Al Million group. 	Doha,Qatar
April 2008-Mrch 2011	<p>E- PoS International Bahrain Customer Service Manager</p> <p>As CSM, I handle all the Integrated partners in I.T., Banking and Security Solutions, E-PoS premium partners, re-sellers and targeting Market segments from Hospitality, Aviation, Banking and Retail Industry. Also, I'm handling HR head Department for the whole E-PoS Bahrain as part of my responsibility in hiring qualified applicants for each department.</p>	Manama, Bahrain
Jan.2007 – March 2008	<p>Pearl Island Advertising Marketing Manager</p> <p>Handling 4 Companies under the Commercial Group of Pearl island Advertising and Public Relations. Directly dealing with corporate clients in the field of Advertising, Public Relations and generally Marketing segments of the industry.</p>	Manama , Bahrain
Feb 2001 – Nov.2006	<p>New Horizons Computer Learning Sales Manager and Administration Manager</p> <p>I handle 10 PAX and leading them to acquire training requirement for both corporate and other sectors of industry, coordinate with our vendor partner such as Microsoft, Oracle, Comptia, EC Council, ICDL and a lot more in updating certifications to offer to major clients and corporate companies in our database. I handle the sales and marketing of the company directly reporting to CEO.</p>	Manama , Bahrain

Jan 1999 - Dec 2000	Dusit Hotel <i>Customer Relationship Manager</i> As customer relationship manager, i handle mainly staff from five departments such as lobby lounge, front desk, business center, reservations and guest relation departments in their continuous rendering of excellent services, continuous training and upgrade of their job scopes , shifting schedules and generally handling the customers un-relentless satisfaction and comfortability in their stay in our prestigious hotel.	Bangkok , Thailand
Jan 1997 - Dec 1998	Subic Bay Yacht and Country Club <i>Membership Director</i> Handling VIP's who are members of the Subic Bay Yacht and Country club, touring them around partly of the Bay, Yacht touring, facilities of the club and benefits as members and investors. Handling 20 PAX in their job as acquiring investors to be a part/member of this exclusive club. Reporting directly to my GM around Northern part of country in our quest of being the number 1 club member who offers not only the best facilities and entertainment but as well as guiding them in their financial investment in the club.	Subic Bay , Philippines
Apr 1995 - Dec 1996	Nevada Hotel <i>Front Desk Manager</i> As their Front Desk Manager, I mainly handles all the personnel in the front office that deals with room reservations, bookings, checking inn - out, furthermore, I also handle their shifting schedules that covers three segments of the daily operations specifically front office technicalities and day to day customer and guest relationships and their accomodations.	Manila , Philippines

EDUCATION

Jun 1981 - Mar 1987	San Beda College <i>Grade School , Other, GPA 87</i>	Manila , Philippines
Jun 1987 - Mar 1991	Saint Louis University <i>Intermediate , Other, GPA 88</i>	Manila , Philippines
Jun 1991 - Mar 1995	Saint Louis University <i>Bachelor in Management and Entrepreneurship, Bachelor(BSC/BA), GPA 88</i>	Manila , Philippines

OTHER CERTIFICATES

2004	MS Office 2003	Microsoft , Bahrain
2005	CRM Manager	New Horizons and Microsoft Corp

IT SKILLS

Windows & Office tools

- IT software Expert

Operating systems, Networking & Hardware

- IT software Intermediate

LANGUAGES

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- English Native
 - Filipino Fluent

TRAINING & CONFERENCES

- > January 1997 : The Management Seminar
Conducted By: Jose Marclain / Venue : Asian Institute of Management
- > February 1997 : Enhancement and Image Seminar
Conducted By: Thomas Guilles / Venue: Makati Country Club
- > June 1998: Service Orientation
Conducted By: Todd Schultz / Venue : Hyatt Hotel
- > December 1998: Handling Objectives and Services Complaints
Conducted By: Bob Quillon / Venue: Shangrila – Makati Hotel
- > April 1999 : Commercial Development
Conducted By: Michael Jethmal / Venue : New World Hotel
- > March 2001: Gulf Interfranchise Annual Training program from New Horizons Corporate
Conducted By: Kenneth Sterling / Venue : Dubai Internet City
- > Sept. 2001 : Microsoft Training Partners
Conducted By : Taj El Khayat / Venue : Movenpick Hotel, Bahrain
- > April 2003 : Sales and Admin Interfranchise Manager Conference
Conducted By: Faisal Marhoon / Kenneth Sterling / Venue: Dubai World Trade Center , Dubai UAE
- > Nov 2003: E-Learning from Human Soft Conference and Launching
Conducted By : Fady Khalek / Venue : Dubai, UAE.
- > January 2004: New Horizons Corporate Customer Enhancement Seminar
Conducted By : Faisal Marhoon / Venue : Hotel-Intercon Bahrain
- > February 2005: CRM Launching from Microsoft Corp.
Conducted By : Nadeen Oweis / Taj El Khayat / Venue: Sheraton Hotel, Bahrain
- > July 2005: EC Council (UK Training Partners)
Conducted By: Wayne Burke / Venue : Crown Plaza Hotel, Bahrain
- > August 2005: New Horizons Semi Annual Ranking Report
Conducted By ; Kenneth Sterling / Venue : Movenpick Hotel, Bahrain
- > November 2005: Customer - Management Training Seminar
Conducted By: Mr. Jamal Dawud //Venue : Mercure Hotel , Bahrain
- > February 2006 : Corporate Management Annual Contract Service Provider
Conducted By : Kenneth Sterling / Venue : Dubai World Trade Center

OBJECTIVES : To seek employment where valued skills from accumulated experiences and service exposure would be useful, enthusiastic and willing to commit to a progressive organization which promotes continuous career and growth professionally.

“ EFFECTIVENESS and EFFICIENCY is the key towards every success despite of ever changing market whereby our optimum goal is satisfaction and be the leader and model in our respective industry.

REFERENCE : To be given if required and as requested.