**SUMMARY OF QUALIFICATIONS**

***Expertise:***

|  |  |
| --- | --- |
| * Teaching | * Food and Beverage Servicing |
| * Training and Talent Development | * Hospitality Management |
| * Human Resource Development/ Performance Management | * Tourism Management |
| * Strategic Planning | * Destination Management & Tour Packaging |
| * Organizational Development | * Sales and Marketing |

***Summary:***

* Dedicated and self-motivated professional with solid educational background in hospitality and tourism management and business management.
* Extensive hands-on experiences in teaching, training and talent development, human resource development, strategic planning, performance management and administration.
* Master’s degree holder in Hospitality Management and pursuing PhD in Business Management.
* Familiarity with various instructional designs and methodologies, assessment procedures and wide knowledge in the preparation of course materials, instructional plans and strategies.
* Highly organized, detail- oriented and proficient in office organization.
* Strong analytical, writing and research skills.
* Outstanding communication skills with great PR etiquette and efficient public dealing.
* Multi- cultural experience and ability to work in an international environment.
* Proficient in Microsoft Word, Excel, PowerPoint, Outlook, Publisher and Microsoft Visio.

**PROFESSIONAL EXPERIENCES**

**Training and Development Manager (April 2012- April 2016)**

Fursan Travel and Tourism, Riyadh, Kingdom of Saudi Arabia

***Key Responsibilities:***

* Conducted Job Analysis, TNAs, surveys and regular consultation
* Designed training and development programs
* Developed effective induction and orientation programs
* Formulated learning plans, training road maps and development activities
* Developed training manuals, multi -media visual aids, and other educational instructions.
* Planned and developed staff enhancement programs such as leadership development programs, building effective teams, and other soft skills.
* Formulated testing and evaluation procedures
* Coordinated and communicated technical training and personal development classes.
* Arranged on the job trainings
* Facilitated instructors and supervisors skills for training and coaching and dealing with employees.
* Delivered lectures and discussions on various training and development programs
* Prepared training budget
* Evaluated trainers and instructors on their performance vis-à-vis effectiveness of delivery of the training programs and provide recommendations for improvement.
* Submitted achievement reports, training session outcomes and documentation

***Trainings Conducted***

* Induction Program for New Employees
* Personality Development & Business Ethics
* Telephone and Email Etiquette
* Customer Service Approaches & Techniques
* Building Effective Teams
* Leadership Development Programs
* Training of Trainers
* Customer Complaint Handling/Service Recovery
* Leisure and Tourism Product Specification
* World Tourism, Geography & Culture

***Key Accomplishments:***

* Setting up of the training and development overall structure and operation being a new department.
* Coordinated and led the CRM Leisure Technical Training for Travel and Tourism Specialist Kingdom-wide (approximately 510 and/or 92% of the total operations staff)
* Facilitated and conducted the Leadership Development Program for Team Leaders- attended by Team Leaders and Managers across departments in Riyadh.
* Created significant numbers of learning modules and manuals, and T&D policies and procedures
* Facilitated and Trained Retail and Operations Staff on Train the Trainer Approach
* Conducted Induction and Orientation programs to Newly hired employees
* Facilitated the Leisure Product Specification Training
* Provided soft skills training to Human Resource Development Fund (HRDF) trainees of the Saudi government in response to the Saudization program.
* Developed and formulated Performance Assessment Tools and Rubrics across Positions and Levels
* Monitored Staff Performance Evaluation on a quarterly basis

**Lecturer** (**Academic Year 2011-2012)**

Master’s Program for Hospitality Management- Graduate School

St. Paul University Philippines, Tuguegarao City, Cagayan North

***Key Responsibilities:***

* Planned and delivered lectures to groups of students at the graduate level.
* Marked assignments and examinations
* Contributed to the development of the curriculum and delivery of modules.
* Acted as module writer as required.
* Collaborated with academic colleagues on course development and curriculum changes.
* Researched teaching materials and identified and utilized current best practices in the relevant subject area.
* Developed the ability of students to engage in critical discourse and rational thinking.

**Course Taught and Modules Written:**

* Contemporary Issues in the Lodging Industry
* Human Resources Issues and Challenges
* Personnel Management and Culture of Excellence
* Travel Trends and Patterns in Tourism (Domestic and International)
* Customer Service Approaches and Service Marketing

**Practicum Coordinator (November 2010 to March 2011)**

Metro Manila- Academic Year 2010-2011

St. Paul University Philippines, Tuguegarao City, Cagayan North

***Key Responsibilities:***

* Supervised the learning experiences of students throughout the exposure.
* Developed relevant partnerships and linkages, and maintained practicum sites and relationships for continuous learning exposures of student-trainees.
* Engaged in meetings and discussions with industry partners to improve student-trainee practicum program.
* Acted as adviser and consultant on issues pertaining to recruitment, selection and placement of student-trainees.

**Assistant Professor (June 2007- March 2012)**

Hotel, Restaurant & Tourism Management Program- School of Accountancy & Business

St. Paul University Philippines, Tuguegarao City, Cagayan North

***Key Responsibilities:***

* Evaluated, monitored and mentored students’ academic progress.
* Developed and implemented innovative instructional methods.
* Guided, led and mentored students in research projects.
* Participated in departmental and college activities.
* Served and supported functional activities of departmental committees.
* Acted as personal adviser and provided pastoral care
* Developed innovative and attractive courses, shaping and influencing curriculum development and actively contributed to the review of courses in accordance with departmental strategy
* Conducted substantive researches

**EDUCATIONAL BACKGROUND**

**Doctor in Business Management (DBM) – on going**

St. Paul University Philippines- ISO 9001:2000, Tuguegarao City, Cagayan North, Philippines

**Master of Science in Hospitality Management (MSHM), 2011**

St. Paul University Philippines- ISO 9001:2000, Tuguegarao City, Cagayan North, Philippines

**Master in Business Administration (MBA), completed academic requirements**

St. Paul University Philippines- ISO 9001:2000, Tuguegarao City, Cagayan North, Philippines

**Bachelor of Science in Hotel and Restaurant Management and Bachelor of Science in Tourism (BSHRM-TM), 2007**

St. Paul University Philippines- ISO 9001:2000, Tuguegarao City, Cagayan North, Philippines

**ELIGIBILITY AND PROFESSIONAL CERTIFICATIONS**

**National Certificate Passed** (**September 19, 2009)**

**Food and Beverage Services NC II**- Technical Education and Skills Development Authority

**Certified Trainer and Assessor for Technical-Vocational Courses (December 2007)**

Technical Education and Skills Development Authority

**ACADEMIC RECOGNITION**

* Certificate for Academic Excellence **2007**
* Gold Medal Award for Department Leadership **2007**
* Gold Medal Award for Department Service **2007**
* Gold Medal Award for Practicum Field Efficiency **200**

**SEMINARS AND TRAININGS CONDUCTED**

**Trainer/ Facilitator (January 2016)**

Leadership Development Program for Team Leaders- Riyadh, KSA

**Trainer (June 2015)**

Training of Trainers- (TOT)

Fursan Travel Head, Riyadh, KSA

**Facilitator/ Lecturer (Feb19-20, 23-24, March 23-24, 30-31, 2014)**

Leisure Product Specification Training- Fursan Travel & Tourism Head Office

**Facilitator/ Lecturer (January 08-09, 12-13, 2014)**

Sales Center and Operations Staff Training (Contact Center)- Fursan Travel & Tourism Head Office

**Chairperson (August 18-21, 2010)**

11th Regional Business Expo 2010 - Saint Paul University Philippines

Theme: “Global Sustainability: A Value- Based Business Education in the 21st Century”

**Event Adviser/ Facilitator (May 2010)**

Hospitality and Tourism Convention - Saint Paul University Philippines

**Congress Adviser/ Facilitator (February 27, 2010)**

Hospitality and Tourism Congress 2010- Saint Paul University Philippines

“The Sublime Partnership of Philippine Tourism and Hospitality Industry”

**Co-chairperson (steering Committee)** (**August 17-19, 2009)**

10th Regional Business Expo 2009**-** Saint Paul University Philippines

**TRAININGS ATTENDED**

**AMADEUS Basic Ticketing & Reservation System** (**July 2012)**

Amadeus Training Center- Riyadh, Kingdom of Saudi Arabia

**SABRE Network- GDS Training (April 21-27, 2012)**

Sabre Training Center- Riyadh, Kingdom of Saudi Arabia

**12th Regional Business Expo 2011 (August 17-20, 2011)**

Theme: “Excellence and Spirituality: A Running Edge towards Global Business Education”, St. Paul University Philippines

**Hotel Observation Tour and Benchmarking (May 8-15, 2011)**

Singapore City, Singapore, Kuala Lumpur, Malaysia and Bangkok, Thailand

**Shipboard Training (APEX) - Apprenticeship on Board by Experience** (**March 22- 28, 2010)**

Superferry 12- Aboitiz Company

**Trainers Methodology Training Workshop (December 4-5, 2007)**

Technical Education Skills Development Authority (TESDA) - Saint Paul University Philippines

**Assessors Methodology Training Workshop (December 6-7, 2007)**

Technical Education Skills Development Authority (TESDA) - Saint Paul University Philippines

**PERSONAL INFORMATION**

Age: 29 years old

Date of Birth: June 02, 1986

Nationality: Filipino

Civil Status: Single

Language Spoken: Filipino, English