DE

[DE.331424@2freemail.com](mailto:DE.331424@2freemail.com)

I’m a polite, well spoken, hard working, passionate and Intelligent team player with a proven track record for hospitality and customer services.

Experienced in daily operations, administration, duties management, finance control, stock control, reporting, highest standard of Hotel cleanliness, events planning, presentations, public/contractor dealing, handling complex customers, welcome to guests and helping staff to make them happy to join us again.

Self-motivated and detail oriented professional with 10 year of experience in management, hoteling, supply & secretarial guests handling, billing and engaging the customers with helpful/cheerful manners. I’ve organized and managed many events, ceremonies, indoor/outdoor activities, conferences and executive parties from the ground to end.

Skilled in organization, leadership, problem-solving, decision-making, crowd handling, marketing and customer service with an eye for quality food/product and great presentations.

Keen to find a challenging position within an exciting employer where I will be able to continue to increase my work experience & develop my abilities.

EMPLOYMENT

10-year Cumulative experience in management, hoteling, Supply & secretarial.

Company : OK Chandelling Services & General Merchandise, Philippines

Period : December 2007 to November 2011

Job Title : Operation Manager

RESPONSIBILITIES

* Daily operations and tasks management
* Resources management, human resources tasks and salary management
* Determining needs, materials purchasing and supplies
* Q&A - Quality assurance of supplies/materials for ships, hotels and Restaurants
* Financial management, budgeting, controlling costs
* Helping to find the way to minimize the costs and maximize results of production
* Goal-setting, sales forecasting and planning of sales promotions
* Communications with clients and resources
* Skills updates/trainings to improve performance of staffs

Company : Treetops Executive Residences, Singapore

Period : March 2004 to September 2007

Job Title : F&B Department

RESPONSIBILITIES

* Maximizing guest satisfaction in a cheerful manner
* Practicing high standards of personal presentation
* Assisting to other team members, supervisors and managers
* Schedule dining reservations and arranges parties or special services for customers
* Collecting guest history in profile and capturing of all guest source data
* Dealing multinational customers and suggesting the best products
* Carrying out any other reasonable duties as assigned by the Outlet Manager

Company : Triple C’s House of Cosmetics & Apparel, Philippines

Period : July 2001 - September 2004

Job Title : Secretary

RESPONSIBILITIES

* Maintaining diaries, arranging appointments and answering emails/calls
* Managing databases, prioritizing workloads and handling correspondence
* Recruiting, training and supervising staff

ACADEMIC QUALIFICATIONS

Bachelor of Science in Hotel and Restaurant Management 2012 - 2016

Bataan Peninsula State University, Philippines

Diploma in Hotel and Restaurant Management 2007

Boston Business School, Singapore

Bachelor of Science Major in Accountancy 1999 - 2002

St. Columban College, Philippines

SEMINARS AND WORKSHOP

Tourism and Hospitality of today: The ASEAN Integration 2015 September 30, 2015

BPSU-DC Social Hall, San Ramon, Dinalupihan, Bataan, Philippines

Science of Hospitality: Knowledge on Silver Platter September 27, 2013

BPSU-DC Covered Court, San Ramon, Dinalupihan, Bataan, Philippines

Impact on the Current Trend in Tourism and Front Office Procedure October 05, 2012

Fort Ilocandia Resort and Hotel, Philippines

PERSONAL SKILLS

* Responsible, Energetic, Efficient and Self-motivated team player/ team lead
* Dynamic leading professional with superior problem solving skills
* Manage crowded environment simultaneously
* Ability to work under pressure in a fast-paced and prioritized tasks
* Exceptional communication skill, interpersonal, management
* Ability to work in a intense environment smoothly
* I would describe myself as polite, respectful, intelligent, courteous and friendly

PERSONAL INFO

Age : 34

Date of Birth : October 29, 1982

Marital Status : Single

Height : 5’3

Nationality : Filipino

Religion : Christian Catholic

Visa Status : Visit VISA

Languages : English, Tagalog