

Contact HR Consultant for CV No: 334589

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**Resort Manager\* Human Resource Manager\* Customer Service\***

*Continuously creating training modules, coaching for new and old staff, while maintaining positive atmosphere within fast-paced work environment of resort hotel operation for more than 10 years.*

**PERSONAL SUMMARY**

An experienced and versatile luxury resort and hotel manager with over 10 years of experience in hospitality industry and leadership, thereby providing guests and employees with the best environment and achieve employee’s their full potential.

**PROFESSIONAL EXPERIENCE**

**Management**

* Proven ability for leading and coaching new and old staff
* Handle twice an opening manager for a resort operation and camp operation
* Reduce company cost by continuously write cost cutting procedure and implementation
* Setting target for old and new staff, motivating, training and disciplining staff
* Create polices and update existing procedure to adhere company goals and objective
* A consistent and proven track record of leading and managing all segments of the resort operation including Human resource and office management
* Ability to manage, change and negotiate contracts with the contractors and other external third party
* Proven long years experience on handling customer complain and resolving issues

**Personal**

* Ability to write policies and procedure
* Working knowledge on windows application, ms office, excel
* Knowledge on PMS application and adapt on new system required
* A know how on handling customer complain and issue

**Page 1 of 3**

**CAREER HISTORY**

Sept 25 2015 to March 2016  **Camp Boss** (Project base)

GXD Site Services Inc.

* Pre-opening operation manager of the camp when its first started to end
* Oversee all department of the camp not limited to maintenance, housekeeping, kitchen, conduct ground and safety inspection
* Make budget forecasting, financial reporting to GM and Directors
* Cut operational cost by implementing cost cutting procedures
* Approved purchase and cash voucher
* Human resource responsibilities :In charge of hiring, induction of new staff, evaluating, reprimanding, coaching new and old staff
* Lead staff and department meeting regularly
* Staff Schedule preparation

Nov 06, 2013 to May 27, 2015 **Resort Manager/HR Manager** (with 67 staff under me)

Lalaguna Villas Resort

Puerto Galera ,Philippines

* Pre-opening manager of the resort
* Handle 67 staff on regular mid shift duties. 7 departments
* Day to day management of all segment of the resort including rooms, F & B, human resources, maintenance, housekeeping and guest service under OARS PMS
* Cut electricity cost by implementing cost cutting polices
* Meet with reservation team for all incoming, outgoing guest regularly.
* Personally look after VIP and return guest
* Handle guest problem , complain and resolve issues
* Monitor payroll, customer billings and expense account
* Final approving body of cash voucher, purchase order of the company
* Human Resource Responsibilities but not limited to hiring, evaluating, firing, coaching old and new staff
* Write training modules of staff, meet and implement
* Make employee performance appraisal record, meet with them identifying problems and resolving for the staff to achieve company goals
* Lead staff departmental meeting regularly

**PREVIOUS CAREER HISTORY**

**Atlantis Dive Resort and Live aboard –** Resort Asst. Manager, Front Desk Manager October 2006November 2013

**Tropicana Castle Dive Resort and Restaurant –** Assistant General Manager January 2006 – October 2006

**Page 2 of 3**

**Atlantis Dive Resort and Live aboard –** Resort Asst. Manager, Front Desk Manager October 2006November 2013

**Tropicana Castle Dive Resort and Restaurant –** Assistant General Manager January 2006 – October 2006

**Puerto Nirvana Beach Resort** – Assistant General Manager – February 2005 – December 2005

**Buildmac Philippines Corp. –** Accounting Staff 1995 to 2000

**Buttercup farm, Inc –** Purchasing and Disbursing officer 1992 to 1995

**Kowloon House** – Accounting Staff – 1989 to 1992

**Development bank of the Philippines –** Accounting Staff 1987 to 1989

**ACADEMIC QUALIFICATION**

Bachelor Degree in Commerce, Divine Word College, 1987

**Personal Data**

Civil Status : Married

Sex : Male

Date of Birth : December 13, 1967

Language Spoken : Tagalog (Primary tongue) English (professional)

Driver’s license : Professional

Visa Status : Visit Visa

I hereby certify that the above information is true and correct according to the best of my knowledge and belief