

**ROANNE**

**ROANNE.359502@2freemail.com**

**CAREER OBJECTIVE:**

To be able to obtain a position where I can practice my educational background, maximize my management skills, my ability to work well with people, and use my practical experience in quality assurance, program development and training in line with Hospitality and Tourism Industry.

**ACADEMIC BACKGROUND**

Tertiary : Manuel S. Enverga University Foundation (MSEUF), 2012-2016

 Bachelor of Science in Tourism Management

Secondary : Saint John the Apostle Academy, 2008-2012

Primary : Labo Elementary School (2002-2008)

**WORK EXPERIENCE**

**PRODUCTION TRAINER**

**Philippine Manufacturing Co. of Murata Inc.**

FPIP, Tanauan City, Batangas

September 13, 2016 – February 7, 2017

**Responsibilities:**

* In-charge with the training of the operator all throughout the process
* Improve the content of the production training
* Ensure that the operators are complying with the SOP
* Review operation techniques to achieve production target
* Update the training documents of the operators
* Conduct examination to the operators
* Evaluate training progress
* Plan the training process until certification
* Orient and guide the newly-hired employee

**SALES AGENT**

**AIR ASIA Sales Office**

NAIA Terminal 4, Old Domestic Road, Pasay City

October-December 2015

**Responsibilities:**

* Responsible for handling ticket reservations, cancellations and alterations
* Informing passenger when a flight has been delayed or cancelled
* Provide travel/flight itinerary
* Plan route and compute ticket cost
* Attend to inquiries
* Inform the passenger about the basic flight rules
* Read coded data on tickets to ascertain destination
* Mark important information on the ticket

**TOURISM-INFORMATION ASSISTANT**

Municipal Tourism Office, Labo Camarines Norte, Bicol

April-May 2014

**Responsibilities:**

* Assisting the tourism officer in promoting tourism
* Organizing special/seasonal events and festival.
* Planning tours and arranging travel itineraries
* Accommodating the guests/tourists
* Attending seminars and exhibits from other local tourism offices
* Provides information in each destination to attract many tourists

**HONOR AND ACHIEVEMENT**

Tertiary : Organizer of Grand Seminar “Trends and Issues in a workplace: A

 Glimpse to the Hospitality and Tourism World”

 Organizer of the 4th annual celebration of QUEZONARYA atbp.

 Organizer of Clash of Envergans, MSEUF Lucena City

 Organizer of Trends in Accommodation and Travel Services seminar

Secondary : Consistent Honor Student

Primary : Consistent Honor Student

**SKILLS**

* Skilled in Tour Guiding
* Skilled in Events Management
* Comprehensive knowledge of handling complex customer situations
* Possess outstanding customer service, leadership, communication and organizational skills
* Skilled in handling multiple tasks and working under pressure
* Good interpersonal communication skills
* Hardworking, committed to excellence
* Willing to learn

**AFFILIATIONS**

* The Honor Society of the Lambda Sigma (Senior Sigman)
* Tour Guiders Club (member)
* Union of Filipino Tourism Educators (member)
* The Enverga Cuisinero (member)
* El Turismo Society (member)

**TRAINING COURSES, CONFERENCES and SEMINARS**

* Career Festival Lecture Series 2016 at MSEUF, January 26, 2016
* A Glimpse of the hospitality and Tourism World at MSEUF, October 3, 2015
* Empowering Future Tourism & Hospitality Professionals towards Global Competencies at Lucban, Quezon Province, Philippines, October 1, 2015
* Climate Protection and Solid Waste Management, September 22, 2015
* How aviation Sector and Hotel Industry Keep Up With Modern Customer Trends, September 21,2015
* Training-Workshop of the DOT accredited Course of Study in TOUR GUIDING TECHNIQUES, September 20,2015
* Training-Workshop of the DOT accredited Course of Study in PERSONALITY DEVELOPMENT & CUSTOMER SERVICE ORIENTATION, September 20,2015
* The Development and Trends in Tourism and Hospitality Industry at RBA Hall, MSEUF, September 14,2015
* Student Organizations Summit at AEC Little Theater, September 12, 2015
* A Taste of Things to Come: Current Practices and Trends in F&B, September 11,2016
* Clash of Envergans, MSEUF Covered Court, August 14,2015
* Promoting Outcomes-based Research towards Global Competitiveness, March 16,2015
* Oratorical Contest “PROUD TO BE ENVERGAN” at MSEUF, February 5, 2015
* El Turism Team Building “Huddle Time” Bukid Resort, Lucena City, Oct.6, 2014
* Student Organization Day “Maroon and White Spirit through Teamwork and Unity, October 4, 2014
* Student Dialogue, October 1, 2014
* Dedication Day, September 19, 2014
* Envergan leaders: essentials in conducting formal meeting, August 9, 2014
* Writeshop on resolution and minutes of the meeting, August 9, 2014
* Essay Writing Contest, July 23, 2014
* International Museum Day, Labo Camarines Norte, May 15-16, 2014
* CraftEd: Shaping Minds Seminar at Manuel S. Enverga University Foundation at MSEUF Covered Court, February 2014
* 8th Annual National Students’Congress: Water is our Life, Earth is our Home, Our Lady of Fatima University Quezon City Campus, Quezon City, Philippines, February 2014
* 1st Batangas Province Tourism Conference, Lima Park Hotel Malvar Batangas, September 2013
* 7th Annual National Tourism Student’s Congress:It’s More Fun in the Philippines, Treston International College University Parkway Bonifacio Global City, Taguig Metro Manila, March 2013
* Reap what you Sow From AGRITOURISM, CTHRM, Demo Room, Manuel S. Enverga University Foundation, Lucena City, August 2013
* Drug Awareness and Prevention Seminar: Kaya ko’tokahitWalangDroga, St. Bonaventure Student Centre, Manuel S. Enverga University Foundation, Lucena City, July 2013
* Trends in Housekeeping: Service Guarantee, CTHRM, Demo Room, Manuel S. Enverga University Foundation, Lucena City, January 2013
* Dealing with Irate Customers and their Satisfaction, EMRC Main, Manuel S. Enverga University Foundation, Lucena City, July 2012
* Disaster Reduction and Management Awareness Seminar
* Seminar on Environmental and Protection, University Gymnasium, Manuel S. Enverga University Foundation, Lucena City, July 2012

**PERSONAL INFORMATION**

Date of Birth : November 1, 1995

Civil Status : Single

Nationality : Filipino