Resume of

Emerald

Email: emerald.383639@2freemail.com

* Experience in supervisory work and administrative work
* Highly motivated and has good working attitude
* Able to work in a TEAM
* Effective communication skills
* Effective leadership skills
* Ability to perform task under tight schedules and deadlines and under pressure
* Working knowledge in Microsoft Office, specializing in MS Excel
* Highly trainable and is able to cascade the trainings either to a multi-cultural group or to a non-English speaking group
* Has initiative and practices a sense of ownership

**ASEAN Program**

Regional representative for the Philippine Delegation

As Youth Ambassador to Goodwill

The 27th Ship for Southeast Asian Youth Program (SSEAYP)

October 24, 2000 - December 15, 2000

**Employment History**

**Lusail Hospitality Services for HH Emir’s Private Office (Qatar Palaces)**

Housekeeping Supervisor and Trainor

June 2017 – August 2018

* Arranged and carried out the induction and ‘on the job’ training of cleaning staff in accordance with relevant health and safety practices.
* Assisted the Assistant Operations Manager with all matters regarding housekeeping
* Assisted the Villa in charge with accommodation matters
* Consistently carried out safety inspections in internal and external cleaning activities
* Supervised and investigated the quality and standard of subcontractors.
* Supervised the cleaning service staff, including the allocation of workloads, monitored progress and performance, determined work priorities, paying particular attention to productivity and quality control through regular area visits.
* Controlled and monitored the correct use of appropriate cleaning materials in the area as well as to monitor stocks of cleaning equipment and materials in order that orders can be placed on a timely basis.
* Controlled and monitored the use of equipment in the area, arranged the repair or renewal of equipment and made recommendations to the Assistant Operations Manager.
* Maintained the cleaning reports and scheduled the annual leave, holidays, and sick leave of the cleaners
* Maintained cleaning staff attendance logs and timesheets for submission to the HR Department.
* Ensured key inventory is strictly followed
* Coordinated with the F&B department, Engineering Team and Security personnel during Client visits
* Coordinated with the Administrative department for uniforms concerns
* Generated daily reports and incident reports
* Assisted Security department in their training module
* Deployed in Dafna 2 Palace and Dukhan Chalet Palace
* Coordinated with the QESH department for safety issues

**Achievements:**

* Initiated BICSc training for this start-up company managing the facilities of all palaces. A total of 120 housekeepers, laundry and kitchen stewards trained and assessed before deployment in the various sites.
* From the abovementioned, a training center was set-up along with visual aids and training tools and equipment
* Created a Manual and set the standards for Housekeeping Department
* Formulated standard operating procedures in housekeeping, facilities management, and human resources

**Machines handled:** All kinds of wet and dry vacuum cleaners, Water filtration vacuums, Road sweepers, Ride on scrubbing machines, Steaming machines, Floor polisher

**Competent in:** Green Cleaning, Marble Crystallization, Ergonomics, Facilities Management

**Artisans’ Weekend (Scout Barrio, Baguio City, Philippines)**

Event Coordinator

December 2016 (One time event)

* Created a safe, clean and wholesome environment to the guests and participants by managing the housekeeping and security manpower, operations and logistics of the event
* This highly successful community event showcased the various artisans and local bands from Luzon. The Department of Tourism endorsed this event with the aim of solidifying Baguio’s reputation as the vacation capital of the North.

**Sh. Mohammad Palace – Zabeel Palace (Dubai, United Arab Emirates)**

Housekeeping Supervisor

March 2016 – August 2016

* Monitored the housekeepers assigned to the Royal Family
* Attended to the needs of the Family during special events and diplomatic functions
* Supervised the groundskeepers in the maintenance and cleanliness of the façade of the various Palace buildings
* Arranged the schedule of the staff
* Other tasks performed: scheduling and training the housekeepers

**Safari Group of Companies**

**National Guard Hospital-Health Affairs Project (Riyadh, KSA)**

Housekeeping Supervisor(Transferred to be part of Mobilization Team)

March 22, 2015– December 7, 2015

* Part of the Pre-opening Team from Phase 1 of the Hospital
* Supervised staff assigned in the 5th to 8th floor (7 wards, Oncology Laboratory, and Pharmacies including the Doctor’s On-call rooms, common areas and project team)

**Achievements**:

* Highly recommended to be part of the mobilization team in the pre-opening of the National Guard Hospital-King Abdullah Specialist Children’s Hospital
* Created a 24-hour timetable task in accordance to BICS (British International Cleaning Science) and National Guard Health Affairs Standards for all the 80+ areas of the hospital which will ensure the efficiency of the staff assigned in the area and aids the supervisors as a training tool and in gauging the output of the staff.

**Safari Group of Companies**

**Princess Noura Abdulrahman University Project (Riyadh, KSA)**

Housekeeping Supervisor(Promoted)

April 1, 2014 – March 21, 2015

* Areas assigned at: Main Female Administration Building (Student Registration Area, Second Floor PO6 Side, Ground Floor PO 6 Side) Kindergarten School, Female Recreation Center
* Assisted in the Single Occupants Villas and the Conference Building cleaning

Recommendation:

Employee of the Month (November 2014)

Contribution:

Educated staff on inventory and cost-cutting practices

**Safari Group of Companies**

**Princess Noura Abdulrahman University (Riyadh, KSA)**

Team Leader (Housekeeping)

September 25, 2013 – March 30, 2014

* Assisted and educated the staff in maintaining the Administration Building
* Trained the staff on Green Cleaning Methods as well as Health and Safety Procedures
* Assisted Arabic Team Leaders and Supervisors in case of emergencies, leaves, and absences

**Achievement:**

Promoted to Housekeeping Supervisor

**Adriatico Consortium Inc. Pan Pacific Hotel (Malate, Manila, Philippines)**

Operations Assistant

May 11, 2009 - March 26, 2013

* Acted as Night Duty Manager
* Supervised the Security workforce (37 total) and the Housekeeping staff (14 total)
* Coordinated with the Engineering Department for building maintenance
* Ensured guests receive prompt attention and personal recognition throughout the building
* Monitored the tenants’ employees with regards to following building policies
* Responded to guests’ needs and resolved any issue that arose
* Conducted daily departmental briefings and provided input in the Operations meetings
* Assisted in planning for future staffing needs, recruitment, orientation and training
* Coached, counseled and disciplined staff by providing constructive feedback for improvement
* Other tasks included administrative duties and CCTV operation

**Achievements**:

* Created an Operations Manual and updated the Building House Rules
* Improved the Emergency Evacuation Procedure
* Increased tenants’ participation in the Emergency Evacuation Drills

**Feliz Hotpot/ Ayuyang Bar and Restaurant (Baguio City, Philippines)**

Payroll Master and Cashier

March 16, 2008-July 31, 2008

**Chanum Foundation, Inc. Tam-awan Village (Baguio City, Philippines)**

Administrative Manager

November 2004-November 2007

**Achievements**:

* Initiated and reinforced standard procedures with regards to documentation and services
* Increased sales thru marketing strategies, networking, and improved amenities offered in the village
* Trained TESDA on the job trainees on guest relations and office procedures
* Synchronized the affairs and files of 30 artists and 80 crafts consignors
* Fostered media and customer relations through networking
* Increased the public’s interest and awareness of the foundation’s mission and vision through print
* media, TV interviews, outreach programs and the launching of the website

**Chanum Foundation, Inc. Tam-awan Village (Baguio City, Philippines)**

Payroll Master (Project-based)

September-October 2004

**Feliz Restaurant Hotel Baden Powell (Baguio City, Philippines)**

Sales Consultant (Project-based)

February-September 2004

**Achievements**:

* Introduced cost-cutting measures in the kitchen and bar operations
* Controlled the pilferage in the restaurant

  **Chanum Foundation, Inc. Tam-awan Village (Baguio City, Philippines)**

Inventory Clerk(Project-based)

April -July 2002

**Achievements**:

* Standardized the products and services offered in the village
* Initiated operational inventory methods thus the increase in sales

**Café San Luis Session Road (Baguio City)**

Marketing Assistant (Working Student)

July 2001-March 2002

**Café San Luis, Session Road (Baguio City)**

Stock Clerk and Girl Friday (Working Student)

October 1999-February 2000

**Greenwich Fastfood Corporation, Baguio City**

Service Crew(Working Student)

June 1996 – November 1996

### Academic History

##### October 2008 Japanese Language Studies (6 months), Sato Kokusai, Baguio City

August 2002 Japanese Culture and Literature (Credits), Sophia University Tokyo, Japan

September 2000 Bachelor of Laws (Credits),Saint Louis University, Baguio City

October 1999 Bachelor of Arts Major in English Studies, Saint Louis University, Baguio City

**Civic Memberships**

* Participation in the local and national Scrabble® tournaments
* Member and past office of the Baguio-Benguet Club for Scrabble®
* Church volunteer

**Trainings attended**

Basic First Aid Basic Fire Fighting Basic Bookkeeping

**Trainings conducted**:

Housekeeping principles Various Toolbox talks on work safety

Grooming, Hygiene, and Personality Development BICs training modules