

Shecainah Mari Agustin

145 Malaya Street Caloocan City

Phone No. 09179151164

Email address: shecainahmari@yahoo.com



CAREER OBJECTIVE

To apply a solid education in the hospitality industry, in order to develop my skills and be an effective team player in the workplace.

EDUCATIONAL BACKGROUND

Canadian Tourism and Hospitality Institute
Certificate in Front Office Operations

July 2017 – August 2017

Subjects include, but not limited to:

- Receive and process reservation
- Operate Computerize reservation system
- Conduct Night audit
- Provide Club reception services
- Provide Concierge and Bell services
- Provide Cashiering Services

NATIONAL CERTIFICATE:

TESDA Front Office Services National Certificate II (Competent)

August 8, 2017

University of the East
Bachelor of Science Tourism Management
C. M. Recto Avenue., Manila

April 2017

Kasarinlan High School
Caloocan City

April 2011

SEMINARS, WORKSHOPS , TRAININGS AND WORK EXPERINCE

- Client Relations Officer – Aegle Wellness Center – **September 21- Present**
- Food and Beverages Service – OKADA Manila – **October 2019 – March 2020**
- Reservations Officer – Chef Laudico Guevarra’s – **April 2018 – March 2019**
- Infinity Tower Suites – Guest Service Training – **October 2017 - November 2017**
- Skylogistics Philippines Inc., Practicum Training – **December 2016 - February 2017**
- “ASEAN INTREGATION: Challenge and opportunity in Philippine Tourism”, Hotel Novotel – **October 6, 2017**

- UE Admissions Office Praticum Training – **May 5 - June 9, 2016**
- Team Building and Sustainable Tourism Seminar, Camayan Beach Resort – **February 16-17,2016**
- Sofitel Hotel Overview/ House Rules Front Office Overview Housekeeping Seminar, Sofitel Philippine Plaza – **September 25-26, 2015**

QUALIFICATIONS / SKILLS

- Computer literate Specialty : Amadeus and Hotelogix
- Exceptional interpersonal skills
- Highly responsible and reliable
- Delegate Responsibility
- Manage Time
- Handle Complaints
- Good communication skills

PERSONAL BACKGROUND

Gender: Female

Status: Single

Birth Date: October 27, 1992

Birth Place: Manila

Height: '5"4

Weight: 56kg

CHARACTER REFERENCES

Ma. Cecilia Zurbano

Client Relations Manager

Aegle Wellness Center

DR. ZANDEE BOY H. BRIONES

University of the East - Manila

Chair Dept. of International Hospitality Management

College of Art and Sciences

ROWENA BONCALES

OIC – Chef Laudico Guevarra's

0917-311-2222/705-1811