

JESA KRIS P. BERNARDO

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OBJECTIVE:

- To obtain a position that utilizes and enhances my customer service, organizational, ability to well work with others, quick learning skills and creative talents that I have acquired in my past six years of hospitality & customer service experiences from different reputable companies and use, share these skills to others.
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SKILLS AND QUALIFICATIONS:

- Computer literate with the application of **ms word, ms power point and ms excel.**
 - Basic knowledge in professional management and property management system (**Micros Fidelio system**).
 - Familiar of the casino operations.
 - Ability to listen to and correspond with customers (guests).
 - Excellent guest relations skills, neat and well groomed appearance.
 - Can work in a flexible shifting schedule and can easily work, stand and walk for long periods.
 - Hard working and willing to be trained.
 - Can speak, write and communicate well in English.
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EDUCATIONAL BACKGROUND:

- **BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION
(MAJOR IN MANAGEMENT)**
BATCH 2010-2012
INTERNATIONAL ACADEMY OF MANAGEMENT AND ECONOMICS (I/AME)
NoliSantosInternationalCenter
1061 Metropolitan Avenue, San Antonio Village Makati
City, Philippines
- **HOTEL AND RESTAURANT SERVICES**
Ladderized program accredited by **TESDA**
BATCH 2005-2009
OUR LADY OF FATIMA UNIVERSITY
Mc Arthur Highway, Fatima Valenzuela City, Philippines

WORK EXPERIENCES:

- **ADMN**

JULY 2022 – PRESENT

RISING SUN WAREHOUSING AND LOGISTICS CORP

- Perform technical and functional admin operation duties as per the regulations of management.
- Encodes, Manage, Records of cash flows.
- Bank Transactions and communicates to suppliers, clients regarding incoming shipments.
- Keep record of incoming shipments, process of documents, sending, filling and coordination with clients.
- Direct coordination to clients and preparing payables for them.

- **OWNER**

JANUARY 2018 – PRESENT

ONLINE BUSINESS TRADING

- **OWNER**

December 2015 – February 2017

PINK BLOSSOM'S SPA

- **CASINO DEALER**

October 2014 – September 2015

SOLAIRE RESORT & CASINO / BLOOMBERRY RESORTS

- Perform technical and functional gaming duties as per the regulations of casino management.
- Ensure that every bet is within the maximum and minimum table limits. Handle table games as per established guidelines.
- Understand and follow gaming procedures at all times.
- Exchange cash for tokens and chips.
- Ensure that gaming table is ready with required wagers to proceed.

- Maintain game pace fast and smooth by handling cards, chips, money, dice and other equipment efficiently.
- Remind players about rules and regulations of the games.
- Keep record of the bet amount accurately and collect bets from losers and pay bets to winners appropriately.
- Create enjoyable and fun atmosphere by attending to players' needs politely.
- Report any unlawful act to the floor manager immediately.
- Create a lively gaming experience for players.
- Communicate to Pit Supervisor regarding customer request or disturbed situation which is not in the jurisdiction of casino dealer for further action.

- **CONCIERGE / VIP ASSOCIATE**

August 16, 2014 – September 2014

AROLLA VALLEY JUNKET -CASINO VIP

SOLAIRE RESORT & CASINO MANILA

- Dealing with hotel room bookings.
- Preparing guest arrival and departure transportation and ARO requests.
- Preparing expenses of guest / agents and receives payments.
- Answering and forwarding calls.
- Preparing room keys before guest arrives.
- Dealing with special requests from guests / agents like storing valuable items, storing luggage's, making reservations to restaurants and other hotel bookings.
- Processing check in and check outs.
- Book flight tickets of guests / agents.
- Contacts housekeeping and maintenance staff if guests have any concerns.
- Review accounts and charges with guests during the check -out process.
- Post charges such those for rooms, food and other chargeable consumed by guests using our own system.

- **PROPERTY MANAGEMENT SERVICES ASSISTANT/ADMIN**

JULY 17, 2013 - August 2014 **HEALTHTY**

OPTIONS CORPORATION

- Prepares Local Purchase Orders.
- Coordinating to suppliers, contactors for schedules (delivery, permit, follow- ups, completion) .
- Process of Sales Invoices, Statement of Account for payment.

- In- charge for both Warehouse and Office Management.
- Process request of repairs and maintenance from stores.
- Process Office Supplies request from stores.
- Monitoring and Inventory of supplies.
- Analyze, make & implement process improvement for Admin.
- Receiving of goods/ items from suppliers and contractors.
- Monitoring of construction related requests.
- Petty cash fund holder.
- Process LTO registration for vehicles.
- Monitoring of repairs & maintenance of stores (Pest control , chiller/freezer, A/C units, Electrical, Fire Safety).
- Reviews contacts of suppliers & other partner in business.
- Negotiates contract price, cost to suppliers, contractors.
- Month end reports, assessments, recommendations.

• **FRONT DESK ASSOICATE/ HR**

JULY 26, 2012 to JUNE 16, 2013

HEALTHY OPTIONS CORPORATION

Duties and Responsibilities:

- Operates switchboard equipment in order to answer incoming calls; determines intent of caller and makes appropriate connection.
- Responsible for maintaining and updating telephone directories and meeting schedules.
- Responsible for reporting telephone equipment or service complaints and problems.
- Answers, screen calls and connect it to the correct person.
- Responsible for receiving all incoming letters, billing statements, other documents and ensures that it will be delivered to the right person within the day.
- Maintain neat and clean desk and lobby area at all times and greet all guests with courtesy.
- Responsible for welcoming guest and suppliers.
- Offers assistance to customers.
- Handle Company's government remittances (e.g. Philhealth, SSS contributions).
- Issuance of Philhealth certificate of contributions.
- Responsible for inviting the applicants thru online, job fair, career page of Healthy Options and text them for follow up.
- Encodes CV's of applicants and update our database.
- Responsible in ordering food for trainings, seminars and formulate request payment form.
- Responsible for maintaining our Plantilla (total number of employees) Monthly.
- Responsible for doing Birthday and Anniversary calendar monthly.

- Handle training/seminar registration and payment.

- **Guest Service Assistant**

2010 - 2012

(Under Joseph Ang)

PAGCOR HYATT

Duties and Responsibilities:

- Entices guest participation, sustains player accounts and records information for future references.
- Inventory of cash chips, NNC chips, cheque's, cash and other documents every shift and endorse to the next shift.
- Monitors Guest starting capital money; how much money guest loose or win in every each game; changing cash chips to NNC while playing.
- Identifies valuable players and coordinates with the casino management, pit boss, cashiers.
- Checks out on customer satisfaction, encourage participation and provide solutions to possible customer complaints.
- Assists casino guests with their requests, needs and introduce the available facilities and casino plays.
- Provides and offers other services and assistance to our guest such as food, drinks, transportation and accommodation.
- Assisting guest for Cash in & cash out at the cashier.
- Safe keep of NNC and Negotiable Chip.

- **VIP Assistant**

July 2009 - January 2010

(Under MJ Group)

Resort's World Manila

- Assists guest/players upon arrival in the gaming area.
- Authorized and personal assistant of each guest in rolling/chip washing.
- Provides guest needs in gaming such as personal request that concerns and will give them the best satisfaction that the company can provide for them.
- Maintain consistency and accuracy on recording the full amount of rolling chips on the acknowledge receipt and rolling cards.
- Candidate must be alert and attentive to the needs of the player.
- Promotes positive guest/team member relations at all times by providing friendly customer service to players and being available to meet their requirements.
- Maintain excellent grooming and personal conduct according to company standards.

- **Head Waitress / Trainee Bar Supervisor**

2008 – 2010

GWEILOS BAR AND RESTAURANT EASTWOOD

Duties and Responsibilities:

- Responsible for supplies inventory.
- Responsible for the whole operations of the establishment under the supervision of my manager.
- Conducts everyday coaching to staffs before store operation;
- In charge for welcoming the guest before being headed to their tables.
- Ensure that the cleanliness and organization of your team are within the management guidelines.
- Carry out additional tasks as instructed and by reasonable request from my manager.
- Analyze, make & implement process improvement for ○ Handle reservations and in house events.
- Handle customer complaints.
- Monitoring of our daily sales and target.
- Taking orders, serve food to the guest in appropriate time and manner.
- Ensure that the establishment is all clean, all in set up before & after the operation.
- Responsible for training new staff.
- Responsible for making monthly sales report.
- Conduct meetings; motivate the team to achieve goals of the establishment.
- Cashiering, bartending, serving, ordering & other tasks are required to do; Frontline support transactions and inquiries.

• CATERING ATTENDANT (On Call / Part Time)

ERH CATERING SERVICES

2008 – 2009

Duties and Responsibilities:

- Making sure that the trays, utensils, napkins, plates & etc. are always clean and readily available.
- Storing food items carefully.
- Maintaining high sanitary standards in the kitchen and serving area.
- Providing prompt, efficient and friendly service to our customers.
- Responsible in the service area setup; table skirting, buffet table set up.
- Required to do back of the house support like dishwashing, inventory of utensils after the event.
- In charge for food portioning and replenishes of food on buffet table.
- Responsible for cleaning and clearing out of the materials after the event.

PERSONAL INFORMATION:

- **AGE:** 38 years old
- **SEX:** Female • **HEIGHT:** 5'4
- **WEIGHT:** 61kgs
- **BIRTHDAY:** November 13, 1987

- **BIRTH PLACE:**Quezon city
 - **CIVIL STATUS:** Single
 - **RELIGION:** Catholic
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CHARACTER REFERENCES:

- **JOHLERY CULAJARA**
0917-8361171