



# KIM ALDRIN SARIMO

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2264 Mayon Street Santa Ana Manila



## PROFESSIONAL SUMMARY

A Seasoned Hospitality Professional genuine in exceeding Guest Experience balanced with Business Targets. Highly organized in handling administrative functions, leading teams and coordinating facility services. A bona fide Ambassador of Service Culture

## CORE OF STRENGTH

- Advanced Knowledge in OPERA and Cashiering
- Advanced Knowledge in MARRIOTT Global Reservation System
- VIP Guest Relations
- Loyalty Program Ambassador
- Learning and Growth
- Team Leadership
- Profit and Loss
- Revenue Management
- Communication Skills in Japanese

## WORK HISTORY

**Front Desk Manager | Sheraton Manila Bay** **October 2019- Present**  
M. Adriatico Corner General Malvar Malate, Manila

- Certified Service Culture Champion
- Loyalty Program Connector
- Direct Report with the Director of Rooms
- Oversees Operations as Night Manager
- Leads the Front Office, Concierge and Loyalty Departments Seamless Operation
- Ensures Brand Standard is carried and applied on a daily basis
- Increased ratio of returning guest through strong recognition and guest care
- Performs Night Audit Operations
- Acting as Fire, Life and Safety Security Marshall
- Provided Guests with above and beyond service as Culture Champion
- Efficiently Resolves guest complaints and ensured that issues were addressed promptly

**Assistant Operations Manager | The Pan Pacific Manila** **Jul 2016- Oct 2019**  
M. Adriatico Corner General Malvar Malate, Manila

- Loyalty Program Champion
- Direct Report with the Director of Rooms and Revenue Manager
- Seamless Operations as Night Manager
- Leads the Front Office, Concierge and Guest Relation Departments Seamless Operation
- Ensures Leading Quality Assurance is carried and applied on a daily basis
- Increased ratio of returning guest through strong recognition and guest care
- Performs Night Audit Operations
- Acting as Fire, Life and Safety Security Marshall
- Provided Guests with impeccable service as Pacific Ambassador
- Efficiently Resolves guest complaints and ensured that issues were addressed promptly

**Front Office Manager (OIC) | The Pan Pacific Manila****Jan 2018- Jul 2018**

M. Adriatico Corner General Malvar Malate, Manila

- Officer in Charge as the Sectional Head of Front Office Department
- Direct Report with the General Manager
- Established efficient workflow processes, monitored daily productivity and implemented modifications to improve overall operations.
- Maintained accurate, current and compliant financial records by monitoring and addressing variances.
- Established and updated work schedules to account for changing staff levels and expected workloads
- Established and developed highly efficient and dependable administration skills in delivering coaching, motivation and fostering career advancement
- Inspires the Team in the daily operations to resolve complex opportunities by applying motivational and analytical strategies
- Communicated Corporate Objectives across all Divisions through regular correspondence and scheduled status updates
- Drives the Team with the Year to Date Target in Up-selling, OTA Conversion and Loyalty Enrollment
- Strategic Analysis in Profit and Loss Management
- Spearheaded overhaul of the Brands best practices, leading to significantly increased staff retention and guest return ratio.

**WORK HISTORY****Duty Manager | Century Park Hotel Manila****Jan 2016- Jul 2016**

Pablo Ocampo Senior Malate, Manila

- Direct Report with the Front Office Manager
- Ensures All Guest Complaints are resolved efficiently
- Ensured Guest Satisfaction to VIP Guest, Airline Crew and Group Arrival
- Modernized and Improved Procedures to ensure seamless operation

**Guest Service Associate | Century Park Hotel Manila****Sep 2013- Dec 2015**

Pablo Ocampo Senior Malate, Manila

**Passenger Reservations Associate | Asiana Airlines****Dec 2011- Oct 2012**

Salcedo Tower Dela Costa Street Makati

**EDUCATION****Far Eastern University | Nicanor Reyes Sampaloc Manila****Oct 2011**

Bachelor of Science in Commerce Major in Tourism Management

- Graduated Cum Laude
- President's Committee on Culture Full Scholarship Grant
- Academic Scholar

**PERSONAL  
INFORMATION  
AND REFERENCE****Date of Birth:** November 4, 2019**Age:** 30 Years Old**Weight:** 78kg**Height:** 5"10ft**Religion:** Roman Catholic**Crystal Monzones**

Director of Rooms | Sheraton Manila Bay

0917-849-2562

**Roy Aguba**

Human Resource Manager | Sheraton Manila Bay

0917-595-1509