
Pauline Saballo

Barista | Writer

Tourism Management Graduate

Pauline Kate C. Saballo

106 Block 4 Upper Extension
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Skills

- Communication
- Content Writing
- Customer Service
- Presentation
- Teaching & Training
- Events Planning & Organizing
- Microsoft Office

Experience

Rustan Coffee Corporation (Starbucks Philippines) / Barista

JULY 2018 - PRESENT, MAKATI

Certified Advanced Global Coffee Master and Barista Trainer

Deals with day-to-day operations focused on delivering the Starbucks experience to every customer

Completed tasks like creating beverages, cash handling (POS), inventory & ordering, coffee tasting presentations, coaching new baristas, and quality assurance

Star Cruises / E-Commerce Intern

OCTOBER 2017 - MAY 2018, PASAY

Pre-graduation internship requirement

Was involved in content development, quality check of website assets, answering queries via email, and online market research

Assisted the sales & marketing department during travel expos and on-board cruise events

Education

Asia Pacific College / Bachelor of Science in Tourism Management

JUNE 2014 - MAY 2018, Makati

Completed courses such as Philippine & World Tourism, Marketing, Sales, Management and Events Planning

Composed research papers, marketing proposals and strategic management analyses for various businesses

Graduated as Magna Cum Laude

Co-curricular Activities

Asia Pacific College / The RAMPage

SEPTEMBER 2015 - MAY 2018, Makati

Wrote news articles for events that happened within and outside the school such as college week, pageants, seminars and competitions

Asia Pacific College / Tourism Management Society

JUNE 2015 - MAY 2017, Makati

President (June 2016 - May 2017)

Batch Representative (June 2015 - May 2016)

Represented on behalf of all the tourism management students and led the organization during meetings and events

Collaborated with other orgs for various school-wide events and projects like College Week, pageants, quiz bees, outreach programs, etc.

Participated in community service

Awards and Achievements

Starbucks Reserve Stratosphere / Barista Trainer

OCTOBER 2019 - PRESENT, Makati

Possesses enough knowledge and skills to be able to coach/train new trainees about barista basics

Starbucks Reserve Stratosphere / Certified Coffee Master

JULY 2019 - PRESENT, Makati

Certified my knowledge and appreciation about coffee and its story to help elevate customers' Starbucks experience

Starbucks / Partner of the Quarter

2018 & 2019, Makati

Recognized for being an exemplary partner thrice at Starbucks Ayala Tower One (January 2019 - March 2019) and Starbucks Reserve Stratosphere (July 2019 - September 2019 & July 2020 - September 2020)

Asia Pacific College / Dean's Lister

JUNE 2014 - MAY 2018, Makati

Completed all courses and internship under BS Tourism Management with above average GPA