

Deo Michael M. Osiana
Unit 1406-B Eugenia Bldg. Tivoli Residences,
Brgy Hulo, Mandaluyong City
Email Address: deomichaelosiana@gmail.com
0917-825-6995



Objective

To apply my advance skills, proper attitude and to motivate the people that I handle. Be part of a high standard organization where I can apply and develop good harmony at work place.

Summary of Qualifications

- Sales & Marketing Specialist
- Computer literate (MS Word, Excel, PowerPoint)
- Flexible, Interpersonal skill, and hardworking
- Fluent in English, Filipino and can speak a little nihongo
- Can motivate and handle people

Educational Background

Tertiary: Far Eastern University

2009 – 2012: *Bachelor's Degree* in Hotel and Restaurant Management

Secondary:

2005 – 2008: **Our Lord's Angel School**

Caloocan City

2000 – 2005: **Guardian Angel School**

Caloocan City

Primary:

1997 – 2000: **Guardian Angel School**

Caloocan City

1996 – 1997: **Sto. Nino Parchoial School**

Quezon City

Job Experience

- Marriott Hotel Manila, Pasay City
Intern in Marketing Communication Department (October 28, 2011 – January 9, 2012)
 - Text blast database
 - Filling and routing PR accommodation Gift Certificate request
 - Handling phone calls (Contract Verification & Assistance)
 - Encoding of data in the computer
 - PR & Marketing Communication
- Krispy Kreme (Marketing Department), Quezon City
Customer Relation Specialist (March 13, 2012 – March 22, 2013)
 - Solving/handling guest complaints
 - Marketing Reports
 - Handling phone calls
 - Building customer relationship
 - Events organizing and execution
 - Public Relation
- Krispy Kreme (Marketing Department), Quezon City
Local Relation Specialist (March 23, 2013 – September 15, 2013)
 - Conceptualize and Implements successful Local Relationship Marketing

- Measure return of investment on market-wide partnership as well as LRM
- Monitor sales competitive environment and trends, and modify the LRM as necessary to continue building the brand and the store sales
- Ensure smooth implementation of Market-wide promotions in store and communities
- Customer and community relationship
- Act as a marketing arm of the store
- Organizes and coordinates marketing oriented community involvement activities
- Train and lead store Ops team on LRM activities to ensure 100% alignment ○
- Responsible for all activities related to program packages
- Prepare weekly report
- Tune Hotels (Operation Department), Quezon city
Guest Service Executive/Sales Executive (September 16, 2013 – October 16, 2014)
 - Handling guest check-in and check-out
 - Handling guest complaints
 - Prepare and send daily reports
 - Visit and get business for corporate accounts and travel agencies
 - Develop potential account
- Red Planet Hotels Philippines Corporation (Sales Department),
Regional Sales Manager (October 16, 2014 – Present)
 - Responsible for revenue production for the hotel, and meeting or exceeding planned revenue objectives for occupancy and average daily rate (ADR); actively involved on a daily basis in securing, qualifying and following up on the leads specific business; manages all areas of sales according to brand standards to achieve a professional rapport within the local business opportunity

Awards and Achievements

- **10th Quality Improvement Plan Competition**
Actively participating in Quality Improvement
October 8, 2010
- **Gastronomia 2010 – 2011**
3rd place in Ultimate Asian Food Showdown
November 30, 2010
- **Facilities, Design, & Building Engineering System' Course**
Passing the oral defense of 3rd year B.S HRM
March 14 – 19, 2011
- **Entrepreneurship and Business Planning Course**
Champion in the Oral defense in the institute of Tourism and Hotel
Management October 2011

References

- **Ms. Rona Gianchand**
AVP Marketing Communication – St. Peter life Plan, Inc.
0998-849-4694
- **Mr. Christopher Catalina**
Sales Manager – Crown Regency Hotel
0926-260-0512

I certify that the information given is true and correct.



Deo Michael M. Osiana