



Block 3 Lot 4, Metropolis St., Metropolis Village 2,
Brgy. Sta. Lucia, Pasig City 1608
Mobile Number: 0939 148 5022
Email Address: xma_garcia@yahoo.com

OBJECTIVES

- To apply for a position where I can gain experience and develop customer-relations skills.
- To create a positive multi-tasking ability, interpersonal skills and good attitude on Hospitality Industry.
- To gain employment in the industry where I can use my diverse skills, knowledge and efforts to add worth to the organization.

SUMMARY OF QUALIFICATIONS

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| <ul style="list-style-type: none">• Good communication and listening skills• Good problem solving skills• Service oriented• Knowledgeable in processing over-the-counter transactions (deposits, encashments, bills & payment)• Demonstrable customer care orientation• Remarkable ability to understand and follow safety procedures• Strong written and verbal communication skills• Good ability to function well in high stress atmosphere | <ul style="list-style-type: none">• Good knife skills• Good bartending skills• Commendable barista skills• Knowledgeable in micros opera• One year experience working in executive operations in BPO Industry• Expert in using SAP system (System application and products)• Proven ability to take inbound and make outbound phone calls• Typing/ keyboard (usually 30 words per minute) |
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EDUCATIONAL BACKGROUND

Post-Graduate Studies: Master in Public Administration, Major in Governmental Administration
University Northern Philippines – College of Public Administration
September 2020 – Present

College: Bachelor of Science in Hotel and Restaurant Management
University of Santo Tomas – College of Tourism and Hospitality Management

June 2008 – March 2012

- Represented the University of Santo Tomas for the Mocktail Punch Competition in 5th Manila Food and Beverage Exposition held last June 18, 2011
- Member; Thomasian Flair Club, A.Y 2008- 2012
- Member; Hotel and Restaurant Society, A.Y 2008- 2012

- Member; Pax Romana, A.Y 2009- 2011
- College of Tourism and Hospitality Management- Football Club, Womens, A.Y 2010 – 2012
- Member, Community of Achievers, A.Y 2010- 2012

WORK EXPERIENCE

- **February – Present** Data Encoder
Municipality of Cabugao - Mayor’s Office
- **October 2019 – January 2020** Owner / Managing Partner
BIGstart Travel and Visa Corporation
- **January 2019 – Present** Owner / Managing Director
Overdose Café & Pub
- **August 2017 – Present** Accredited Franchise Broker
iFranchise Business Services Corp.
- **November 2016 – December 2018** Owner / Operations Manager
Café Tribu
- **January 2015 – November 2016** Customer Service Specialist (Teller)
Security Bank Corporation
- **July 2013 – October 2013** Barista, Starbucks
Rustan Coffee Corporation
- **June 2012 – May 2013** Executive Operations agent,
Aegis People Support
- **March 2012** 150 hours on-the-job training as a Housekeeper,
Crowne Plaza Galleria
- **January – February 2012** 250 hours On-the-job training as a Sales Coordinator,
Crowne Plaza Galleria
- **December 2011** 200 hours on-the-job training as a Food Server,
Shomal by Hossein’s Trinoma
- **November 2011** 100 hours on-the-job training as a Barista,
Latin Quarters UST

SEMINARS AND WORKSHOPS

- **“Know Your Money and Counterfeit Detection”**, SBC Academy, Ortigas, June 11, 2016
- **“Signature Verification and Forgery Detection”**, SBC Academy, Ortigas, June 25, 2016
- **“Money Laundering and Terrorist Financing Prevention Program”**, SBC Centre, Makati, May 14, 2016
- **“Bar Management”**, Urban Building, Makati City , August 2014
- **“Intercreates Hotel and Integrated Training of Food and Beverage, Houskeeping, Bartending Services”**, Ermita Manila, May 20 – 24, 2013
- **“Manila Food and Beverage Exposition”**, World Trade Center, Metro Manila, June 18, 2011

- **“BAR EXPOSURE PROGRAM”**, T.G.I. Friday’s Galleria, August 20, 2010
- **“Coffee Concoctions”**, Gloria Jean’s Coffee, Level 2 East Wing Main Entrance, Robinsons Galleria, Quezon City, August 20, 2010
- **“The Barista Basics”**, Gloria Jean’s Coffee, Level 2 East Wing Main Entrance, Robinsons Galleria, Quezon City, August 20, 2010
- **“Basic Orientation on Food Presentation Beverage and Banquet Operations”**, Edsa Shangri-La, Manila, 08 February 2010
- **“Basic Orientation on Food Sanitation”**, Edsa Shangri-La, Manila, 08 February 2010

PERSONAL INFORMATION

- Age: 26 yrs. Old.
- Height: 5’0”
- Weight: 100lbs.
- Date of Birth: December 22, 1991
- Citizenship: Filipino

CHARACTER REFERENCES

- **Ms. Kathleen D. Fabro**
Branch Channel Manager, Security Bank
0917 571 6314
- **Ms. Dawn Ronerry P. Tanihon**
Managing Director, Ron and Christma Business Ventures Co.
0926 035 5619