

# THONNIE MARIE FERNANDEZ

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## OBJECTIVES

To apply and find a challenging work environment where I will be able to expand my learnings, grow my career, utilize my skills and knowledge while making a significant contribution to the success of the company. To acquire valuable experience to help me be superior and achieve high-level professional competence.

## WORK EXPERIENCES

### DECEMBER 2021 - PRESENT

#### **SURVEILLANCE OFFICER**, Genting Hongkong Cruise Line (Star Cruises)

- Monitoring the Casino premises thru CCTV
- Reviewing footages and saving incidents into lockers
- Writing and submitting incident reports
- Protecting company's assets against illegal activities
- Answering phone calls and vice-versa regarding request reviews
- Investigates and observing flagged people
- Making sure that employees are following the Policy and Procedures

### JUNE 2019 - MAY 2020

#### **SURVEILLANCE OFFICER**, Genting Hongkong Cruise Line (Dream Cruises)

- Monitoring the Casino premises thru CCTV
- Reviewing footages and saving incidents into lockers
- Writing and submitting incident reports
- Protecting company's assets against illegal activities
- Answering phone calls and vice-versa regarding request reviews
- Investigates and observing flagged people
- Making sure that employees are following the Policy and Procedures

### JUNE 2018 - MARCH 2019

#### **SURVEILLANCE OFFICER**, Genting Hongkong Cruise Line (Star Cruises)

- Monitoring the Casino premises thru CCTV
- Reviewing footages and saving incidents into lockers
- Writing and submitting incident reports
- Protecting company's assets against illegal activities
- Answering phone calls and vice-versa regarding request reviews
- Investigates and observing flagged people
- Making sure that employees are following the Policy and Procedures

**JULY 2017 – APRIL 2018**

**JUNIOR SURVEILLANCE OFFICER, Genting Hongkong Cruise Line (Star Cruises)**

- Monitoring the Casino premises thru CCTV
- Reviewing footages and saving incidents into lockers
- Writing and submitting incident reports
- Protecting company's assets against illegal activities
- Answering phone calls and vice-versa regarding request reviews
- Investigates and observing flagged people
- Making sure that employees are following the Policy and Procedures

**AUGUST 2016 – MAY 2017**

**JUNIOR SURVEILLANCE OFFICER, Genting Hongkong Cruise Line (Star Cruises)**

- Monitoring the Casino premises thru CCTV
- Reviewing footages and saving incidents into lockers
- Writing and submitting incident reports
- Protecting company's assets against illegal activities
- Answering phone calls and vice-versa regarding request reviews
- Investigates and observing flagged people
- Making sure that employees are following the Policy and Procedures

**OCTOBER 2015 – FEBRUARY 2016**

**STUDENT INTERN, Department of Foreign Affairs – Regional Consular Office**

- Front Desk Department
  - Greeting and assisting applicants
  - Checking all applicant's requirements
- Releasing Department
  - Sorting the Passports alphabetically when received from Main Office
  - Checking the details if all are precise
  - Answering phone calls for inquiries
  - Releases the client's passport
- Cashier Department
  - Handling the collected payments from the applicants
  - Issuing receipts for the applicants
- Clerical Department
  - Filing all application forms
  - Documenting
  - Segregating old application forms
- Processing Department
  - Processing the applicant's form
  - Interviewing the applicants
  - Checking all details from the forms given

## **SKILLS**

- Good understanding of Casino Gaming (Baccarat, Texas/Caribbean/Three Cards Poker, Blackjack, Tai Sai, Roulette, and other games)
- Ability to lead and work with different Nationalities
- Strong written and verbal communication
- Highly competitive, disciplined and goal-oriented
- Versatile, adaptable, and open-minded
- Good time management
- Fast learner, responsible and organized person
- Keen observer and discreet

## **EDUCATION**

**BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY**, MAJOR IN WEB AND  
MOBILE DEVELOPMENT  
UNIVERSITY OF SAINT LA SALLE - BACOLOD  
JUNE 2012 - MARCH 2016

## **LANGUAGES**

- Tagalog - Mother tongue
- English - 2<sup>nd</sup> language
- Hiligaynon - 3<sup>rd</sup> language