

## **JHULEE ROSE OLMILLA UMPAD**

Purok Carnation, Upper Casili  
Consolacion, Cebu, 6001  
0945-259-1811 / 0933-116-3773  
jhuleeroseumpad@gmail.com



### **OBJECTIVE**

To gain a position in your well established company with a stable environment that will lead me to a lasting relationship in the field of sales and customer service and will enable me to use my knowledge and skills, educational background, and ability to work well with people.

### **EXPERIENCES**

- **Selling Department Manager / Branch OIC**  
Ladies Fashion Management Corporation  
The SM Store Seaside / Consolacion / Cebu  
August 11, 2015 till present
- **Housekeeping Supervisor**  
The Westin Denver Downtown USA (4-Diamond)  
Work Internship Program  
1672 Lawrence St. Denver, Colorado, 80202  
November 2014 – May 2015
- **Front Desk Associate / Service Express Associate / Night Auditor**  
The Westin Denver Downtown USA (4-Diamond)  
Work Internship Program  
1672 Lawrence St. Denver, Colorado, 80202  
May 2014 – October 2014
- **Front Desk Supervisor**  
**Moevenpick Hotel Mactan Island Cebu (5-star hotel)**  
Punta Engaño, Mactan Island, 6015 Cebu, Philippines  
January 2014 – May 2014
- **Guest Service Associate / Front Desk Associate**  
Moevenpick Resort and Spa Cebu (5-star hotel)  
Punta Engaño, Mactan Island, 6015 Cebu, Philippines  
June 2011 – January 2014

➤ **Receptionist**

**Asia-Pacific Economic Cooperation – President Hotel**

Vladivostok, Russia

August 13 – September 12, 2012

**RECOGNITIONS**

- SM Customer Service Zone Champion VisMin 2018
- SM Customer Service Branch Champion 2016 / 2018 / 2019
- SM Customer Service Quarterly Winner 2016 - 2019
- Top Up-seller @ Westin Denver Downtown
- Top Up-seller @ Moevenpick Hotel
- Top SPG Membership Enroller @ Westin Denver Downtown
- Employee of the Month of March 2013
- Cum Laude of Bachelor of Science in Tourism
- Dean's Lister
- Best in Teamwork – Tour Packaging and Costing
- 1<sup>st</sup> Place – Tour Packaging and Costing Competition – YT Congress

**SKILLS**

- Retail Industry Oriented
- Results Driven
- Customer Service Expert
- Upselling & Cross Selling Skills
- Computer Literate (MS Word, MS Excel, MS PowerPoint)

**SEMINARS / CONVENTIONS ATTENDED**

- Up Your Service - Ron Kaufman
- Emotional Intelligence
- Philippines Red Cross Occupational First Aid
- SMarT Manager
- FashioniSM to StyliSM
- SM Selling Operations
- SM Train the Trainers
- First Aid and Basic Life Support
- SM Coaching 101

## **PERSONAL DATA**

Age: 30 years old  
Sex: Female  
Date of Birth: July 17, 1990  
Place of Birth: Cebu City  
Nationality: Filipino  
Religion: Roman Catholic  
Height: 5' 3" inches  
Weight: 65 kgs  
Marital Status: Single

## **EDUCATIONAL BACKGROUND**

### **A. COLLEGIATE**

Degree : Bachelor of Science in Tourism

#### **Honors : Cum Laude**

School : University of San Jose-Recoletos

Address : Magallanes Street, Cebu City

- **On-the-job Training:** Land and Sky Travel and Tour Services, Inc.  
Address: Rivergate Bldg., Mango Avenue Cebu City  
Duration: October 2008 – March 2009  
Telephone No's: 253-9022 / 254-0107 / 254-543
  
- **On-the-job Training:** Bureau of Immigration, Airport Operations  
Address: Mactan-Cebu International Airport, Pusok, Lapu-Lapu  
Duration: November 2010 – March 2011  
Telephone No's: 3402486 loc 4010-401

### **B. SECONDARY**

School : University of San Jose-Recoletos

Address : Basak, Pardo, Cebu City

Graduated : 2003-2007

### **C. ELEMENTARY**

School : Colegio del Santo Nino

Address : Magallanes St. Cebu City

Graduated : 1994-2003

## **CHARACTER REFERENCES**

### **Ms. Lorna Tenefrancia**

Asst. Vice President Operations VisMin  
Ladies Fashion Mngt. Corp  
Contact No. 0917-809-0614

### **Mr. Mark Castro**

Asst. Branch Manager  
The SM Store Cebu  
Mabolo, Cebu, 6000  
Contact No.: 0917-898-5271

### **Ms. Tisha Cabahit**

Senior HR Manager  
The SM Store Seaside  
Mambaling, Cebu, 6000  
Contact No.: 0917-703-3188

### **Mr. Rey Lorenzo Raagas**

Asst. Sales Manager  
Cebu Safari Phils.  
Carmen, Cebu  
Contact No.: 0917-797-8501

### **Mrs. Sarah Beckner**

Director of Front Office  
Westin Denver Downtown  
Denver, Colorado, USA 80202  
Contact Info: 1-303-572-9100  
Sarah.beckner@westin.com

### **Ms. Delsa Lacio**

Asst. Front Office Manager  
Bai Hotel  
A1 Ouano Ave., Mandaue City, Cebu  
Contact No.: 0917-205-6637