

# Michael Judel A. De La Rosa

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## Professional Summary

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- Hardworking and reliable employee focused on going above and beyond to support team and serve customers. Motivated to continue to learn and grow as professional.
- Open-minded person and employee learning quickly and assuming natural leadership roles. Team-focused on building trust and facilitating collaboration.
- To obtain a working position where I can apply my knowledge and gain experiences that will further consolidate and nurture my skills to become globally competitive.

## Skills

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Leadership Skills  
Time Management  
Reliable  
Hardworking

Computer Skills  
Calm Under Pressure  
Customer Relationship  
Organizational Skills

## Experience

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### *Shift Manager*

*July 2021 – Current*

*Army Navy (Burger + Burrito Restaurant) – Makati City, Philippines*

- Worked with leadership team to address challenges, refine group operations and communicate changes as needed.
- Gaining knowledge of company policies, protocols, and processes.
- Preparing documents and updating records.
- Checked work areas and equipment regularly to identify needed maintenance and team assignments.
- Built and maintained positive professional relationships with staff, vendors and customers.
- Shadowed executive leadership to learn management responsibilities.

### *Housekeeping Attendant*

*Jan 2018 – Jan 2020*

*Discovery Suites Five Star Hotel – Ortigas City, Philippines*

- Keeping facilities and common areas clean and maintained.
- Followed strict lost and found procedures and fully protected privacy and belongings of current guests.
- Assisting guests when necessary.
- Cleaning up spills with appropriate equipment.
- Kept cart supplied, clean and organized for efficient housekeeping.
- Changed soiled linens on beds and remade beds daily to meet facility standards.
- Verified proper functioning of room appliances and systems during room checks.

### **Other Experience:**

*Room Attendant*

*May – November 2016*

*Oxford Suites Three Star Hotel, Philippines*

*Server/Busser*

*April – September 2015*

*Italianni's Casual Dining*

*Dining Staff*

*November – May 2015*

*Army Navy Burger and Burrito*

## Education

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*BSI- Hotel And Restaurant Management Major in Cruise line Management :*

*Hotel and Restaurant Management*

*Lyceum of the Philippines – Manila, Philippines*