

JOYCE ANN S. NEBRES

Manila, Philippines

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OBJECTIVE

Highly experienced individual with an extensive professional hospitality background, seeking a challenging yet rewarding environment, where I can continue to integrate my work knowledge in delivering exceptional customer satisfaction, driving growth through innovation and creating memorable experiences while contributing positively to the company.

QUALIFICATIONS SUMMARY

- Excellent knowledge in industry related systems such as PMS Opera (v5), Lightspeed, Dashboard
- Efficiently and consistently exceeded goals including top sales in Upselling
- Ability to manage a large-scale customer service environment in all aspects
- Consistent and reliable, able to multi-task in fast-paced settings
- Organizational skills, proven time management expertise with the capability to manage simultaneous projects
- Experienced in decision making and problem-solving skills with quality customer service tactics
- Accuracy and attention to detail while creating memorable experiences for guests
- Well-versed with coaching and training individuals

WORKING EXPERIENCE

Elite International Logistics Singapore Pte Ltd

Executive Secretary to CEO / Business Executive

Executive Department

100G Pasir Panjang Road, #08-19,

Lobby 2 @ Interlocal Centre, Singapore 118523

December 10, 2020 – December 10, 2021

The St. Regis Singapore

Duty Manager

Rooms – Front Office

29 Tanglin Road, Singapore 308612

December 1, 2018 – September 30, 2020

The St. Regis Singapore

Front Office Supervisor
Rooms – Front Office
29 Tanglin Road, Singapore 308612
April 18, 2016 – November 30, 2018

The St. Regis Monarch Beach

Front Office Trainee J1 (Front Desk/PBX Agent)
Front Office Department/Telecommunications
One Monarch Beach, Dana Point, CA 92629
September 7, 2014 – July 23, 2015

The Ambrose Hotel

Front Desk Supervisor/Duty Manager J1
Front Office Department
1255 20th St. Santa Monica, CA 90404
July 23, 2014 – August 23, 2014

The St. Regis Doha Hotel

Guest Service Agent/Departmental Trainer (Pre - Opening Team)
Front Office Department
Doha West Bay 14435
December 2, 2011 – December 15, 2013

The St. Regis Doha Hotel

Part Time Service Associate/Waitress
Banqueting and Food and Beverage Department
Doha West Bay 14435
December 2, 2011 – December 15, 2013

AWARD**Excellent Service Award (EXSA)**

Silver Award – Supervisory Level
Singapore Hotel Association
August 2019

Inside Out Coaching

More Leaders Coaching, More Often,
For More Impact
May 2019

EDUCATIONAL BACKGROUND**University**

2007-2011

Pamantasan ng Lungsod ng Maynila

Intramuros, Manila, Philippines
Bachelor of Science in Tourism, Hotel and Travel Industry Management

Secondary

2003-2007

Holy Child Catholic School

Plaza A. Hernandez Tondo, Manila, Philippines