
CHRISTY S. SAN PEDRO

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PROFESSIONAL SUMMARY

With years of experience in the field of customer service, administration, marketing, promotions and social media management. Reputation for effective team player, strong organizational skills, detail-oriented and with strong written/oral communication skills to establish strong relationships and success in a fast-paced environments. Posses outstanding analytical capabilities and demonstrated talent to provide comprehensive support.

PROFESSIONAL EXPERIENCE

City of Dreams - Manila

F&B Supervisor, Collaterals and Promotions | May 2019 - Present

- In-charged of planning, development, and implementation of all restaurant promotions and managed all the social media pages.
- Maintained highly detailed product knowledge and familiarity with forthcoming product releases and conducted trainings to colleagues.
- Supervised team of event planners and assistants, while hiring support staff, caterers, and other contract workers as necessary.
- Determined appropriate levels of staffing and budget to stay within given monetary parameters.
- Organized logistics of event preparation, including location scouting, stage design, venue décor, and program implementation.
- Discharged all duties and responsibilities related to back-end support of the department.

City of Dreams - Manila

Administrative Assistant | November 2013 - May 2019 Pre-Opening

- Organized and implemented all Employee Engagement activities.
- Assisted the Director of F&B and the Senior Management team in discharging all duties and responsibilities related to the back-end support of the department.
- Liaised to all concerned government agencies and department concerning foreign consultants, foreign F&B employees on their travel requirements and other pertinent/related matters.
- Coordinated, handled and managed all other office management related concerns and duties.
- Assisted on pre-opening processes and set-up, hiring process of employees and basic training on implemented rules and regulations.

City Garden Hotel - Makati

Coordinator/ CCTV Clerk | March 2005 - November 2013

- Assisted the Duty Manager on office-related matters.
 - Prepared monthly DOT report and other document required by local government agency.
 - Prepared CCTV investigation reports and submits assessments.
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PROFESSIONAL EXPERIENCE

Taal Vista Hotel

Front Desk Associate | January 2003 - April 2004 Pre-Opening

- Performed check-in & check-out processes, cashiering and basic night auditing duties,
- Performed hotel reservations and maintaining high level of customer satisfaction and quality service.
- Supervised daily shift operation and ensures that all team members adhere to standard operating procedures.
- Prepared weekly duty roster and reports as required by the Front office Manager.

EDUCATIONAL BACKGROUND

Polytechnic University of the Philippines

Bachelor of Science in Tourism

4th year - 2002

CERTIFICATION & ACHIEVEMENT

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| ✓ Basic Supervisory Skills | ✓ President's Award - Nominated Employee of the Year 2019 |
| ✓ Customer Care | ✓ Handling Grievances |
| ✓ Handling Customers | ✓ Responsible Service of Liquor |
| ✓ Front Office Functions | ✓ Hygiene Training |

SKILLS

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| ✓ Photoshop and other designing software | ✓ Product and Brand Knowledge |
| ✓ Microsoft Suite | ✓ Solid multi-tasking and Time Management |
| ✓ Social Media platforms | ✓ Cashiering Functions |
| ✓ Tech Savy | |