

MONICA GONZALES

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ABOUT ME

An eager, professional committed person who is passionate about great food and customer service, with outstanding ability and desire to adapt and complete projects in a fast-paced, agile environment. Seeking entry-level employment within the fields of customer service and hospitality. To obtain a position that allows me to utilize a strong set of interpersonal skills that would benefit a company as well as give a personal opportunity for growth.

WORK EXPERIENCE:

Task Us

Agent/ IT Applications Support (June 2019- March 2022)

- Email Management
- Ticket Management
- Chat Support
- Data Mining and Analysis
- Reporting

Villa Marand Resort

Front Office Clerk (October 2018-April 2019)

- Answering telephone calls
- Checking guests in and out, including taking deposits.
- Making the reservations and maintaining an accurate record to avoid any conflicts
- Providing information to guests and guiding them on the possible activities they can enjoy during their stay in town
- Providing customer service by handling complaints, reservations for dining and other engagements

Max's Restaurant

Dining Attendant (February 2018- August 2018)

- Perform all server duties for beverage and food service.
- Provide guests with the best in service, courtesy and care.
- Assist with any questions, and maintain table standards.
- Carry dishes and other tableware to kitchen for cleaning.

Coconut Grove Beach Resort

Cook (April 2016-December 2017)

- Prepared food items consistently and in compliance with recipes, portioning, cooking and waste control guidelines.
- Followed food safety procedures according to company policies and health and sanitation regulations
- Ensured freshness of food and ingredients by checking for quality, keeping track of old and new items.
- Seasoned and cooked food according to recipes or personal judgment and experience.
- Portioned, arranged, and garnished food, and served food to waiters.
- Grilled, deep fried, baked, broiled, and microwaved raw and prepped foods as designated by the predetermined menu.
- Displayed a positive and friendly attitude towards customers and fellow team members.

EDUCATION:

Don Mariano Marcos Memorial State University MLUC (2012-2016)

Bachelor of Science in Industrial Technology major in Food Trades

Don Mariano Marcos Memorial State University Open University System (2016-2018)

Certificate in Teaching Profession (21 units)

STI College (2017-2018)

NCII Cookery

SKILLS:

- Customer Service
- Research and Data Mining
- Strong work ethic, Perseverance and motivation
- Highly organized and efficient
- Communication Skills
- MS Office
- Highly responsible and reliable
- motivation
- Effective Time Management
- Ability to Work Under Pressure