

AXL D. CHAN

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Career Objectives:

- To establish the company's good reputation gearing to the achievement of its goals.
- To execute learned skills and experiences.
- To know how to apply the standards of the company in the global setting.
- To contribute to the success of the company through appropriate work ethics and sound principle.

Skills:

- Administration Handling
- Training and Teaching
- Customer Service
- Training Matrix Development
- Call, Email, & Chat Management
- Food Photography
- Quality Assurance
- Curriculum Development
- Leadership
- Industry Research & Consultancy
- OHSP Implementation
- Food Safety Analysis
- Basic Recruitment, Sales, & Promotions
- Basic Photo, Audio, Video Editing
- Culinary Artistry
- Inventory & Cash Handling

Knowledge of Web Tools & Software

- Microsoft 365
- Google Suites
- Canva
- Moodle
- 3CX
- Adobe Acrobat
- Articulate 360
- Slack
- Monday.com
- aXcelerate
- Paths
- Workday

Education and Specialized Trainings:

Master in International Hospitality Management

Lyceum of the Philippines University - Manila
Muralla St., Intramuros, Manila, 1002
May 2021 - Present

Professional Education (20 Units)

Southern De Oro Philippines College
Julio Pacana St., Licoan, Cagayan de Oro City, 9000
October 2019 – March 2020
GWA: 1.40
Outstanding Organizer - Community Outreach

Bachelor of Science in Hotel and Restaurant Management

Lourdes College
Capistrano – Hayes Sts. Cagayan de Oro City, 9000
2013 - 2014
GWA: 1.92
Leadership Awardee

Trainers Methodology Certificate I

Philippine TVET Trainers Qualification
Technical Education and Skills Development Authority
December 2019

Safety Officer I Certification

Occupational Safety and Health Center
Department of Labor and Employment
March 2022

Enhance Business Learning Sessions (EBLS) with Business Improvement Plan Presentation

Department of Trade and Industry - Negosyo Center
July - September 2022

Thesis / Research Output:

"Extent of Practice to the Food Safety and Sanitation Standards of the Third-Party Delivery Riders in Cagayan De Oro City: Basis for a Proposed Food Safety Management Plan."

Status: For Final Thesis Defense

Professional License:

Licensed Professional Teacher (LPT)

Board Licensure Examination for Professional Teachers
Secondary Education major in Social Sciences
December 16, 2022

International and Local Certifications:

Certified Hospitality Professional (CHP)

Institute of Tourism and Hospitality Professionals

Certified Trainer & Assessor

Australia and New Zealand Registered Training Organizations
Certificate IV in Training & Assessment - Government of Queensland

Certified Trainer & Assessor

National TVET Trainers Academy - TESDA
Cookery NC II, Bread and Pastry Production NC II, & Ships Catering NC III

Work Experiences:

Ubiquity

People's Team (HR) - The Ubiquity Academy
Module- 2 BPO & Cyberpark Building, Limketkai Center, Cagayan De Oro City

Content Creator & Researcher (Leadership Training)

January 13, 2023 - Present

- Collaborate with stakeholders, managers, and subject matter experts to identify the training needs of team members;
- Plan and organize learning track and course design;
- Develop, author, narrate, record, edit, and implement training content and e-learning;
- Manage and update revisions of all courses;
- Assist in the creation of storyboards, course outline, and curriculum;
- Create an engaging assessment activities, assessment questions, scenarios and develop measurable learning outcomes;
- Proof-read and edit content for proper use of grammar, punctuation, style, and brand guidelines.
- Review and test content for accuracy and usability;
- Maintain a copy of all content-related documents for the purpose of filing and safekeeping and
- Facilitate discussions with the Content Developers and Training Officers on how training materials are created and presented.

Technical & Vocational Training Coordinator

September 08, 2021 – January 13, 2023

- Manage and coordinate the daily operations of the technical and vocational training program;
- Develop and implement policies and procedures for the program;
- Manage administrative functions, including scheduling, record-keeping, and reporting;
- Coordinate and oversee the inventory management of program equipment and supplies;
- Create and manage budgets for the program's operations, supplies, and equipment;
- Maintain and manage trainee's records and data;
- Develop and maintain relationships with industry partners and stakeholders;
- Ensure that the program meets all accreditation and regulatory requirements;
- Collaborate with other departments and schools to promote cross-functional learning opportunities;
- Monitor student progress and provide support to ensure success;
- Coordinate and oversee the recruitment and training of trainers and support staff;
- Communicate with stakeholders through call, email, video conference, and personal office visit;
- Develop and implement performance metrics to measure program effectiveness and
- Develop and implement policies and procedures for equipment and supply handling.

Skills Trainer (Project-Based)

September 08, 2021 – Present

- Research and recommend new training methods;
- Map out annual training plans for school, stakeholder support and more;
- Conduct wide training needs assessment and identify skills or knowledge gaps that need to be addressed;
- Select appropriate training methods or activities (e.g., simulations, mentoring, on-the-job training, professional development classes);
- Assist in the adaptation of curriculum modules and instructional materials 21st Century Skills curriculum and
- Manage and maintain in-house training facilities and equipment.

Skills Trainer (Project-Based)

August 10, 2020 - Present

- Develops instructional materials, facilitates learning activities, administers tests and evaluates students' programs;
- Implements classroom and facilities management;
- Updates curriculum, prepares learning manuals, learning modules;
- Manages production activities;
- Participates in community extension program and other civic projects; and
- Performs other related functions.

College Instructor

August 10, 2020 – May 22, 2021

- Subjects/courses handled: Business Marketing, Crisis Management, Customer Service Management, Events Management, Gastronomy, Food Culture, Introduction to Culinary Arts, Business Entrepreneurship, Resorts Management, Quick Food Service Management, and more;
- Teach courses in the subject areas (Hospitality, Tourism, Business, Technical Teaching);
- Work with students taking classes to improve their knowledge or career skills;
- Develop an instructional plan (known as a course outline or syllabus) for the course(s);
- Teach and ensure that meets college and program standards;
- Conduct data gathering tools to determine the needs of the trainees;
- Plan lessons and assignments;
- Assess students' progress by grading assignments, papers, exams, and other work;
- Advise students about which classes to take and how to achieve their goals;
- Stay informed about changes and innovations in their field;
- Use the appropriate Learning Management System (LMS) in the class or another online platform and
- Facilitating in supervised work based training (OJT) with the industry partners & other institutions.

Quipper Philippines (Japanese Education Technology Company)

Don Carlos Palanca, Legazpi Village, Makati, Metro Manila

Freelance Support Officer – CDO & Bukidnon

July 05, 2021 – September 05, 2021

- Sales activities among the schools in Cagayan De Oro City, both partner and non-partner schools;
- Supports sales officers during sales presentations through product presentations;
- Upsells Quipper services to existing clients;
- Trains end-users on the usage of Quipper's eLearning platform;
- Issue invoice to partner schools and receive payments via cash and cheque;
- Conducting classroom observation, help desk, and technical assistance to our partner schools;
- Supports clients' needs through problem & complaint resolution and
- Doing administrative tasks like reports, assessment, and evaluation of tasks and execution;
- Assist program delivery by meeting its business objectives for its eLearning projects, Quipper School, Quipper School Premium, and Quipper Video;
- Set meeting sessions with schools and universities via online platforms and face to face (subject to Covid-19 Protocol);
- Responsible for driving customer satisfaction to partner schools;
- Cascade new updates and information from the Learning Management System;
- Conduct Training for Students using Q-learn;
- Conduct Training for Teachers with our different Quipper online platform;
- Conduct Parent Orientation or Appreciation Session for the Parents;
- Online Support to Students and Teachers via call, chat, and video conference;
- Attend team meetings and other activities establish by the management for growth and development.

Professional World Academy – Misamis (PW Inc.)

Antonio Luna St., Mabulay Subd., Cagayan de Oro City

Head Skills Trainer

March 21, 2020 – July 12, 2021

- Manage the administrative functions of the training department, including scheduling, record-keeping, and reporting
- Develop and implement policies and procedures for the training department
- Manage the training budget and allocate resources to ensure optimal use of funds
- Conduct regular audits to ensure compliance with training policies and procedures
- Develop and deliver training programs to employees to enhance their skills and productivity
- Create and maintain training materials and resources, including manuals, handouts, and videos
- Evaluate training programs and make recommendations for improvement
- Conduct needs assessments to identify training needs and gaps
- Collaborate with other departments to identify training opportunities
- Develop and implement performance metrics to measure training effectiveness
- Develop and maintain relationships with external training providers and government stakeholders
- Communicate with stakeholders through call, email, video conference, and personal office visit;
- Hire, train, and manage a team of trainers and support staff
- Collaborate with other departments to identify and implement cross-functional training opportunities

Skills Trainer

November 11, 2019 – March 20, 2020

- Subjects/ courses handled: Cruise Ethics and Life Onboard, Crowd and Crisis Management, Ports of Call and Shipboard Security Checks, MARPOL, Food Safety Management, International Cuisine, Introduction to Hospitality and Tourism, PSSR, and Ship's Catering;
- Prepare notes for the class and research the topics to be taught;
- Responsible for delivering lectures, solving doubts, and taking tutorial sessions for the students;
- Giving out assignments, conducting tests and examinations, and grading students;
- Conduct data gathering tools to determine the needs of the trainees;
- Help out students who are weak as compared to the other students by conducting extra study sessions;
- Maintain discipline, order, and harmony in the class;
- Participates in school festivals, events, meetings, and seminars;
- Creation of Training Matrix and Modules, both face-to-face and online classes and
- Use appropriate Learning Management systems (LMS) in the class. or another online platform.

Palochina Resto Bar and Grill / Kuya Bean Café

Kauswagan Highway, Cagayan de Oro City, 9000

Culinary Consultant

September 2019 – March 2020 (Contract)

- Develop and create menus for restaurants and cafe;
- Provide culinary training and education to kitchen staff;
- Manage inventory levels of food and supplies, and implement inventory control processes;
- Evaluate and recommend new products and ingredients to improve quality and profitability;
- Develop and implement cost control measures to ensure profitability;
- Create and manage budgets for food and supplies;
- Conduct research and analysis on customer preferences and dietary trends;
- Develop and implement sustainability initiatives to reduce waste and improve environmental impact and
- Create and maintain inventory reports and records, and ensure accuracy of inventory counts.

Royal Caribbean Cruises LTD.

M/S Oasis of the Seas

(Biggest Cruise Line in the World 2009)

Pantry Cook Assistant

June 17, 2018 – September 29, 2019

“Employee of the Month of September”

- Assist the pantry cook with preparation and presentation of salads, appetizers, and desserts;
- Manage inventory levels of food and supplies, and implement inventory control processes;
- Receive and inspect incoming food and supplies to ensure quality and accuracy;
- Prepare and stock ingredients for pantry station;
- Maintain cleanliness and sanitation standards in the pantry area;
- Assist with menu planning and recipe development for pantry dishes;
- Collaborate with other kitchen staff to ensure timely and accurate preparation of dishes;
- Create and maintain inventory reports and records, and ensure accuracy of inventory counts;
- Assist with ordering and receiving of inventory as needed;

Valencia Colleges (Buk.) Inc.
Hagkol, Valencia City, Philippines, 8709

***HMC (Hospitality Modular Courses) Department Head
& Qualification Skills Trainer***
May 24, 2017 – April 05, 2018

- Manage the daily operations of the college;
- Develop and implement policies and procedures for the college;
- Oversee the recruitment and training of instructors and support staff;
- Create and manage budgets for the school's programs and services;
- Monitor student progress and provide support to ensure success;
- Develop and maintain relationships with industry partners and stakeholders;
- Ensure that the school meets all accreditation and regulatory requirements;
- Collaborate with other departments and schools to promote cross-functional learning opportunities;
- Implement new technology and tools to enhance the learning experience;
- Plan and coordinate special events and activities for students and faculty;
- Collect and analyze data on student outcomes and program effectiveness;
- Serve as a liaison between the school and external organizations, such as professional associations and government agencies and
- Stay up-to-date on industry trends and developments to inform curriculum updates and program offerings.

Luxury Yacht of Seabourn
Route: Middle East and the Africas

Cook
September 03, 2016 – January 08, 2017

- Report directly to Demi Chef de Partie and Chef de Partie
- Lead, direct, and team up with the 2nd Cook and 3rd Cook for the task of the day
- Provide information for ordering items in the kitchen
- Knowledge of all food standard procedures, quality presentation, service and products
- Prepare ingredients for cooking, including portioning, chopping, and storing
- Ensure that the mise en place is correct to enhance the service standards
- Cook food according to recipes, quality standards, presentation, and food preparation check list
- Ability to assess quality control and adhere to highest service standards
- Operates ovens, stoves, grills, microwaves, fryers and other kitchen equipment and tools
- Check and ensure the correctness of the temperature of appliances and food
- Keep work area at all times in hygienic conditions according to the rules set by the company
- Ensure that the standards required by Law and by the Management are maintained at all times

Blueberry General Store 2010 LTD
Blueberry Mountain, Alberta, Canada, T0H 0H0

Store Clerk
(April 2014 – January 2016)

- Receive and process incoming stock and materials;
- Verify and reconcile invoices and purchase orders;
- Create and maintain inventory reports and records;
- Answer customer inquiries and assist with purchase;
- Operate cash registers and handle financial transactions;
- Continuously monitor inventory levels to prevent stockouts and overstock situations;
- Develop and maintain positive relationships with customers and vendors;
- Ensure that the store is kept clean, organized, and presentable.

Seminars, Workshops, & Recognitions:

- San Isidro College – Malaybalay City
Trainers Methodology Training (264 Hrs)
- TESDA National Certificate *Cookery NC II (316 Hrs), Bread and Pastry Production NC II (141 Hrs), Ships Catering NC III (50 Hrs)*
- Modern Entrepreneurship: Advancing Business Strategies for the New Normal – LPU Grad.
School Organizer
- Research 101: Exploring Tourism & Hospitality Research Approaches
Organizer
- Entrepreneurial Development Training - Pilipinas Shell Foundation, Inc.
Resource Speaker/Partner
- Royal Caribbean Cruises – Oasis of the Seas
Employee of the Month of September 2018
- Community Outreach - Southern de Oro Philippines College
Outstanding Organizer
- Feasibility Study Oral Defense of the THC-7 Entrepreneurship in Tourism and Hospitality Students
Panelist / Critique
- Lourdes College HRM Day 2016, 2018, 2019, & 2020
Judge in Chef Wars
- Promotions and Marketing Office – Lourdes College (2012-2014)
Career Counsellor Volunteer
- Career Assessment in Cruise Line Industry Seminar (2019)
Guest Speaker
- Basic Culinary Arts Course (DepEd: Senior High School)
Trainer/Speaker
- Flairtending Competition 2017
Judge
- 2017 Provincial Skills Competition (Bukidnon)
Cookery Coach/Expert
- Lourdes College Restaurant Day 2012
Restaurant Manager
- 2022 The Tourism & Hospitality Education Young Leaders Conference - COHREP
Participant
- 20th Human Resource & Skills Development Conference
Participant
- Teacher's Role in 21st Century (Institute of Global Professionals)
Participant
- Teaching Model with Multi Approach (Institute of Global Professionals)
Participant
- The Future of Education (Institute of Global Professionals)
Participant
- Philippine Woman's University: Trends in Hospitality & Tourism Industry Amidst New Normal
Invited Guest
- Tips on how to Engage in an Online Learning Modality
Participant
- Reconditioning the Hospitality Industry Towards Better Normal (PWU)
Participant
- A Hotelier's Talk: A New Hotelier's Face for a New Frontier (St. Dominic College of Asia)
Participant
- Emerging Tool of Augmented Reality in Education
Participant
- Digital Privacy in Education - Data Privacy Act of 2012
College Representative
- Data Privacy Awareness for the Academe – DICT Luzon
Participant
- Cybersecurity: How to Prevent, Detect and React from Cyber Threats & Attacks – DICT Luzon
Participant
- Pre-Employment and Labor Rights (PUP)
Participant
- Halal Awareness Seminar (DOST 10)
Participant
- General Labor Standards with: COVID-19 Related Issuances (DOLE)
Participant
- iLEAP IP: Introduction to Copyright Intellectual Property Office of the Philippines
Participant
- The Etiquette of Office Professionals (PUP)
Participant
- Tips On How to Engage Students In An Online Learning Modality.
Participant
- Strategies on How to Improve Employee Productivity and Tenure
Participant
- Alternative Methods in Education Research Data Gathering (FEU)
Participant
- Career Opportunities in a Hybrid Workplace in Integrating the Education Technology and Beyond
Participant
- Facilitate eLearning Sessions
TESDA National TVET Trainers Academy
Participant
- TESDA Planning, Development, and Supervision
Workshop Participant
- The World of Culinary Arts (LPU)
Participant
- IELTS General Category
Overall Band Score: 6.0
- Philippine Red Cross: First Aid Training
- Crowd & Crisis Management Training
- Leadership Training

Civic Participation & Volunteer Experiences:

- Youth for Christ - Parish Council (2007- 2010)
Parish Youth President
- Philippine Red Cross – College Red Cross Youth (2011-2013)
Chairman
- HRM Program – Lourdes College (2013- 2014)
President
- MapaKalamidad.ph (2023 - Present)
Volunteer Trainer

References:

Beth J. Contreras, MBA

AVP Marketing and Extension Programs (Former)
Professional World Academy – Misamis (PW Inc.)
A. Luna Street, Barangay 27, Cagayan de Oro City

Jonas D. Gamba, MBA (Cand.)

Operations Officer
Vineyard International Polytechnic College
A. Luna Street, Barangay 27, Cagayan de Oro City

Restie J. Garcia

Senior Vice President / School Administrator
Culinary Institute of Cagayan de Oro (PW Inc.)
A. Luna Street, Barangay 27, Cagayan de Oro City

Note:

To respect and protect the data privacy of my references, I will provide their contact numbers upon your request.