

## ABOUT ME:

# SHERWIN B. TIU



## EDUCATION:

**UNIVERSIDAD DE MANILA**  
(Former City College of Manila)  
Arroceroc St, Mehan Garden Manila  
BS. Business Administration Major in  
Marketing (2005-2009)

🏠 Blk 14 Lot 01 Phase B, Istana Subd.,  
Brgy Biga Tanza Cavite  
+639957885086  
[sherwintiu28@gmail.com](mailto:sherwintiu28@gmail.com)

## PERSONAL BACKGROUND:

Gender: Male  
Age: 35 years old  
Date of Birth: September 28, 1988  
Place of Birth: Manila  
Civil Status: Single  
Citizenship: Filipino  
Height: 5'5"  
Weight: 160 lbs.  
Religion: Roman Catholic

## QUALIFICATIONS/SKILLS:

Hardworking  
Goal-oriented  
Self-motivated  
Enthusiastic  
Willing to listen and learn  
Good communication (oral and  
written) and interpersonal skills  
Average skills in Sabre  
Average skills in Quintiq  
Average skills in JDE/ E1  
BASIC TRAINING (SOLAS)

## ACHIEVEMENTS:

- Employee of the month: July 2019 (RCMI – Mobility Center)
- RCMI – Online Appointment Schedule

## REFERENCES:

MS. JENNIFER DRAIN  
Supervisor – Membership VIP /  
Customer Service/Online booking-FIT  
Star Cruises  
0998 8671631 |  
Email: [keiffer\\_28@yahoo.com](mailto:keiffer_28@yahoo.com)

MS JEKKA MAE CAMON  
Former Supervisor  
Royal Caribbean Cruises Ltd., Mgmt  
Inc.  
09999986291 |  
E-Mail: [jmgcamon@yahoo.com](mailto:jmgcamon@yahoo.com)

MS QUEENIE CAMARCE SANTIGUEL  
Supervisor – Local Convention  
GlaxoSmithKline Philippines  
+63(2) 864 8598 | Email:  
[queeniecamarce@gsk.com](mailto:queeniecamarce@gsk.com)

## Work Experience:

**UNITED PHILIPPINES LINES INC.** : CARNIVAL CRUISES – HR SERVICE  
UPL Building, Sta. Clara St, Intramuros,  
Manila, Metro Manila  
March 01, 2023 to June 09, 2023

**RCCL REGIONAL OPERATING HQ.** : MOBILITY CENTER SPECIALIST  
12/F Five E-Com Ctr, Harbor Drive  
Pasay City, NCR  
June 01, 2016 to Feb 28, 2023

- To ensure that all Crew Manning Agency related issues are attended – including but not limited to documentation.
- Stays current with all policies and procedures noted in SQM (Safety & Quality Management), CBA (Collective Bargaining Agreement) and or any other material which pertains to shipboard personnel.
- Has the responsibility of assessing calls, emails, chats and other requests to work them or deliver to the responsible party for action.
- Responsible for handling all requests and inquiries in Crew Manning Inbox
- Responsible for contacting crew members regarding their appointment date and their reason and suggest alternative option if necessary.
- Performs all duties within the scope of Key Performance Indicators (KPI) outlined by Shipboard HR Strategy & Services Management.
- Coordinate and collaborate with cross-functional teams to ensure quality services to crew members
- Performs other duties as required. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to perform any other job-related duties assigned by their supervisor or management.
- Responsible for reporting and communicating any budget impact caused by last minute advice of crew members, inability to join as schedule.
- Ensuring all information, changes provided by the crew member duly documented, updated and relayed to right department to avoid delays and error that may create and impact to crew's assignment.

**GENTING PHILIPPINE HOLDING LTD., (STAR CRUISES) - OFFICER**  
Star Cruises Centre, 100 Andrews Ave.  
New Port City, Pasay City, MM  
Dec. 05, 2011 to Jun. 05, 2015

**SOLID SHIPPING LINES CORPORATION - Clerk / Freight Manifest**  
Honorio Lopez, Navotas, Metro Manila  
Nov. 17, 2010 to May. 14, 2011

**GLOBAL STAFF RECRUITMENT SEARCH, INC – GSK Customer Service**  
Chino Roces Ext., Makati City  
May. 04, 2009 to March. 30, 2010