

MJ JOY VALENCIA VILLA

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Phone no. : 403-890-5044

Birthdate : April 08, 1991

Age : 32



To excel in providing quality customer service on a long-term career plan and build a sustaining career in an organization.

Strengths

- Strong Leadership Skill
- Strong Customer Service Skill
- Strong Work Ethic
- Flexible and Efficient
- Strong Communication Skill
- Can work with less supervision
- Hard-working
- Creative and detail-oriented
- Experience with Catering Business

Trainings

- **Basic Training (BT)** – 2022
- **Crowd Management, Passenger Safety Training for Personnel Providing Direct Services to Passengers in Passenger Spaces with Ship Security Awareness** - 2022
- **El Grande Resort Spa and Convention Center** – On-the-Job training – 150 hrs.
(housekeeping/F&B/Kitchen)
- **2Go Group Inc** - Actual Shipboard Training/Apprenticeship-by-Experience – 240 hrs.
(housekeeping/F&B/Kitchen)
- **Crown Regency Hotels and Resorts** – On-The-Job Training – 800 hrs. (housekeeping/F&B/Kitchen)
- **Superferry** – Apprenticeship-by-Experience – 50 hrs. (housekeeping/F&B/Kitchen)

Academic Qualifications

John B. Lacson Foundation Maritime University, Inc

Bachelor of Science in Cruise Ship Management
M.H del Pilar, Molo, Iloilo City, Philippines

University of Negros Occidental- Recoletos

Secondary Education
Talisay City, Negros Occidental, Philippines

Silay South Elementary School

Primary Education
Silay City, Negros Occidental, Philippines

Work Experiences

Michael's Restaurant (S'leahcim Patahan at ibp.)

Restaurant Supervisor / Cashier

12/2020 – present

- responsible for managing the workflow and training of new hires on how they can best serve customers and teams of employees
- Identifying and applying career advancement opportunities
- Helping resolve employee issues and disputes
- Evaluating performance and providing feedback
- Handles customer complaints and feedbacks
- Purchasing of supplies

Dining Crew

- Take and serve orders of customers
- Prepare restaurant tables with special attention to sanitation and order
- Answers questions or make recommendations for complementary products
- Issue bills and payment

Startek Philippines

Charter – Spectrum

Iloilo City

08/2017-07/2020

Technical Support Representative/Customer Service Representative

- Handled United States customers with their technical concerns (internet, phone and cable services) · Handled customer's billing concerns (payment, disputes and orders)

Convergys (Concentrix)

Time Warner Cable/Charter Spectrum

Bacolod City

10/2016-05/2017

Technical Support Representative/Customer Service Representative

- Handled United States customers with their technical concerns (internet, phone and cable services) · Handled customer's billing concerns (payment, disputes and orders)

SPI Global

Dish Network

Iloilo City

10/2015-08/2016

Technical Support Representative/Customer Service Representative

- Handled United States customers with their technical concerns (internet, phone and cable services) · Handled customer's billing concerns (payment, disputes and orders)

Avatar Technologies – Part time Job

Iloilo City

05/2013-09/2013

- Customer Service Representative (Non-voice)

Video City

Cashier/Storekeeper

Iloilo City

02/2013-07/2013

- Managing the cash register
- Handled customer's concerns and orders

Green Mango Restaurant (Part time while studying)

Restaurant Crew

Iloilo City

04/2011-08/2011

- Bar and dessert attendant
- Cashier
- Waitress/Hostess

Character Reference**Marvin Zurbito**

General Technician

Viking Orion

(+63) 920-402-4263

Rowena Jimenez

Michael's Restaurant

Owner

(+63) 918-327-6327

Sherwin Victoriano

Carnival Cruise Line

Assistant Stateroom Steward

Crew Id No. 452497

I hereby verify and certify that above information are true and correct to the best of my knowledge and belief.

MJ JOY VILLA