

# CRIS-ANN PERFECTO PADIOS

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## PROFESSIONAL SUMMARY

Reliable, collaborative, result-driven and highly organized Industrial Engineer with 20 years of work history in various service industries – food, retail, animation, cruise and shipping. An essential contributor to the organization and to the business operations. Proven track record on delivering accurate and time-managed projects and assignments. Experienced in dealing with global leaders particularly in Australia and North America.

## KEY SKILLS

- Business Analysis
- Revenue Management
- Inventory Management
- Quality Assurance
- Reservation System
- Project Management
- Report Presentation
- Market Research
- MS Office
- Oracle Discoverer
- Customer service
- Detail and result oriented
- Strong communication skills
- Office administration processes

## EMPLOYMENT SYNOPSIS

### Head of Studio, Animation Cafe & HR Operations (Certified Safety Officer) @ Top Draw Animation Inc. Philippines

2016 – 2023

- Leads the HR Operations team in delivering efficient processes in talent acquisition, compensation and benefits, employee services and HR Information System (HRIS).
- Manages the day-to-day operations of the Animation Café.
- Maintains and provides a safe, healthy, fun and productive workplace for its employees. Oversees and supervises multi-disciplinary teams of staff including receptionist, canteen concessionaire, cleaning, maintenance and security.

### Sr. Inventory Executive – Yield Management @ Star Cruises Genting Hongkong Ltd. Philippines

2010-2014

- Manages day to day ship cabin inventory which includes general overseeing and monitoring of cabin blockages and allocations.
- Works closely with Sales team in the Asia Pacific regions in handling group and individual booking concerns like upgrading, guarantees and waitlist.

### Animation Café Supervisor & Executive Assistant @ Top Draw Animation Inc. Philippines

2008-2010

- Manages the day-to-day operations of the Animation Café.
- Coordinates and provides high-quality administrative support to the executive. Analyzes and prepares reports, prioritizes phone calls and emails, manages the schedule, organizes meetings and make travel arrangements.

### Yield Analyst @ Aboitiz Transport System – Superferry Philippines

2007-2008

- Performs analysis in all Superferry voyages to optimize & maximize vessel utilization and revenue. Closely coordinates with customer service team, operations, boarding team and branches concerned regarding the contingency plan to be executed during cancellations and delayed voyages.

### Market Intelligence Analyst @ Aboitiz Transport System – Superferry Philippines

2006-2007

- Conceptualizes, develops and initiates the quality program of the company through gathering non-financial as well as non-strategic information and measures. Monitors and updates the head/ management on the performance and movement of the competitor's schedule, promos, rates and other nationwide events.

### Convenience Store Custodian and Cashier @ Reyes Store - Philippines

2006-2003

- Provides excellent customer service by assisting customers and addressing issues. Process check out, collect and receive payments in cash.

## CERTIFICATIONS & TRAININGS

- **Labor and Employment Laws.** 4-5 September 2023 @ PMAP Center Mandaluyong City, Philippines
- **General Labor Standards and Occupational Safety and Health.** 25 August 2023 @ via Zoom Conference
- **Essentials of Human Resources Management.** 22-25 May 2023 @ PMAP Center Mandaluyong City, Philippines
- **Mental Health Awareness.** 04 May 2023 @ Unit 603 West Tower Tektite Towers, Philippines
- **Loss Control Management (via Zoom).** 05-08 September 2022
- **Hazard Identification, Risk Assessment & Determining Controls (via Zoom).** 09 September 2022
- **Project Management.** 25 November & 02 December 2019 @ Unit 501 East Tower Tektite Towers, Philippines
- **Safety & Health Seminar.** 08 November 2019 @ Unit 601 West Tower Tektite Towers, Philippines
- **Safety Program Audit.** 07-10 May 2019 @ EDSA Shangri-La Plaza Mall, Philippines
- **Basic Occupational Skills.** 26-29 September 2017 @ EDSA Shangri-La Plaza Mall, Philippines
- **Microsoft Office Training.** 2011 @ Star Cruises Building, Philippines