

MS. MARA LIZETTE CABRAL - ALVERO

#-163 Rizal St., Tuy, Batangas, Philippines 4214

maralizettealvero@gmail.com

+63 916 693 0931



JOB OBJECTIVE:

To excel in my line of work and to be able to perform my job perfectly. Use my skills in the best possible way to achieve the company's goals. Seeking a professional job with an opportunity for professional challenges. Bring strong hospitality and customer service skills to achieve the highest level of satisfaction. Seek to diversify my skills in your industry by serving your clients with commitment and within the ethics of my profession.

EMPLOYMENT HISTORY:

- ***Intercontinental Hotel Group (IHG) Hotels & Resorts***
28/F Tower II, RCBC Plaza, 6819 Ayala Ave. corner Sen Gil Puyat Ave. Makati City 1200
Position: IHG One Rewards Customer Care Representative
- ***Primus @ Knowledge Specialist, Inc.***
(Huawei - Smart & PLDT Telco 5G Project)
11th Huawei Technologies, Net cube Bldg. 3rd Ave 30th St., BGC Taguig City 1634
Position: Site Acquisition Engineer
- ***Urbani Truffle Bar & Restaurant Bangkok***
(International European Fine Dining Restaurant)
39th flr. Sathorn Square Bldg., 98 North Sathorn Road, Silom, Bangrak 10500 Bangkok, Thailand
Position: Pioneer Senior Supervisor (Assistant Manager)
Director of ***Istyle Cuisine Corporation Ltd. Bangkok***
- ***Koi Restaurant and Lounge Sathorn***
(International Japanese Bar and Restaurant)
Sathorn Square Bldg., 98 North Sathorn Road, Silom, Bangrak, Bangkok 10500
Position: Head Host Frontline Supervisor
- ***Howard Square Boutique Hotel (Thailand 3 Star Hotel)***
Charoenraj Road, Bangkhlo Bangkokleam, Bangkok 10120
Position: Head Front Office Receptionist, Ticketing and Reservation Officer
- ***Zanzibar Bar and Restaurant***
11 Sukhumvit Road, Khlong Toei Nuea, Watthana, Bangkok 10110
Position: Frontline Supervisor
- ***STI College Balayan***
Ped Plaza Business Centre, Ermita St, Balayan, Batangas, Philippines 4213
April 2013 up to October 2017
Position: Program Head of Bachelor of Science in Tourism Management,
General Education Level VI Teacher

- **Singapore Anfield Components Pte. Ltd.**
(*Schneider, Citel, Siemens Electric Co-company*)
4 Kaki Bukit Place, Eunos Techpark, Singapore 416182
December 2012 – May 2013 S pass Visa Holder
Position: Customer Service Executive
- **Shangri-la Hotel (5 Star Hotel)**
Ayala Avenue, Makati City, 1200 Philippines
Position: Level 3 VIP Front Office Head Receptionist
May 16, 2012 - October 31, 2012
End of Contract
- **T.G.I.Friday's (International Bistro Group Restaurant)**
Ayala Avenue, Glorietta Level 3, Makati City Philippines
Absorbed OJT Establishment
Position: Supervisor - Host & Receptionist

PRACTICUM TRAINING(s):

- **SUPER FERRY 12 Onboard Ship Apprenticeship**
Luzon, Visayas and Mindanao Philippines Navigation
Terminal Operations, Ground Services, Front Office Operations,
F&B Services, Housekeeping and Basic Safety on the Ship
September 12-24, 2011
- **HARDROCK CAFÉ (International Bar and Restaurant)**
Glorietta III, Level 3 & 4, Ayala Center, Makati City, Philippines
F & B Services, Bartending
June 30 – August 6, 2011 (250HRS)
- **BRICKWOOD SUITES HOTEL**
Sta. Cruz, Metro Manila, Philippines
Front Office, F&B Services, Banquet Catering, Housekeeping Department
February 27 – March 24, 2010 (250HRS)

ACHIEVEMENT(s):

- *TOEIC Teachers Council of Thailand Passer*
- *Top 2 On-the-Job Training Dean's Lister 2011-2012*
- *Lyceum Tourism Society (Vice Governor Internal Affairs 2007-2011)*
- *Painter District IV-A CALABARZON Bronze Medalist*
- *Mutya ng Tuy, Batangas Title Holder 2007*
- *Lakambini 2013 (Lyceum of the Philippines University)*
- *Wow Batangas Model 2013*
- *That's My Mom Title Holder 2017*
- *AMADEUS Global Distribution Reservation System Diplomacy and Instructor*
- *National Assessment Trainer's Methodology Tour Guiding Graduate*
- *National Certification II Tour Guiding Services*
- *National Certification II Travel Services*
- *National Certification II Tourism Promotion*

CERTIFICATE(s) and SEMINAR(s) ATTENDED:

- **Ramp – Macro Asia Area Familiarization Tour**
Ninoy Aquino International Airport Manila (NAIA)
October 20, 2009
- **Biyahe (Journey) – Info Seminar**
Dodgie Laurel Gymnasium Lyceum of the Philippines University
December 15, 2008
- **Educating Employees to New Competencies on Hospitality Industry**
25th College of International Hospitality Management Foundation
December 17, 2008
- **Hotel Familiarization Tour – Days Hotel**
Pallocan West, Batangas City, Philippines
August 27, 2008
- **Personality Development Seminar**
Lyceum of the Philippines University Capitol Site Batangas City, Philippines
January 27, 2009
- **The Future of the Tourism Professionals in the Airline Travel and Tourism Industry: Myth, Reality and Opportunity**
Lyceum of the Philippines University Capitol Site Batangas City, Philippines
February 18, 2009
- **Wines and Beverages: Sustaining Tourism Boast**
Hotel Ponte Fino, Batangas City, Philippines
September 10, 2009
- **Tourism: Global Trends and Challenges - 15th Annual Tourism Convention**
Freedom Hall, Lyceum of the Philippines University
February 27, 2010
- **Developing Value-laden Tourism & Hospitality Professionals**
SHL Bldg. 4th flr. Lyceum of the Philippines University
February 10, 2012
- **Hotel Orientation Program**
Lima Park Hotel, Lima Technology Center, Malvar, Batangas, Philippines
October 9, 2013
- **Basic Hotel Operations Seminar**
Shercon Resort, Mataas na Kahoy, Batangas City, Philippines
October 26, 2014
- **Modern World of Hotel Industry New Trends and Image Seminar**
STI College Balayan, Balayan, Batangas, Philippines
March 24, 2015

- **“The Beverage Master” Flaming World of Spirits and Mixology**
STI College Balayan, Balayan, Batangas, Philippines
March 24, 2015
- **Front Office Management Seminar**
Lancaster Hotel, Mandaluyong City, Philippines
October 26, 2015
- **Itinerary Planning Seminar**
Hotel Supreme Convention Plaza, Baguio City, Philippines
March 22, 2016
- **Philippine and World Tourism Seminar**
Hotel EuroAsia, Angeles, Pampanga, Philippines
October 25, 2016
- **The Modern World of Hospitality Industry and Career Opportunity in Tourism Industry Seminar**
Subic Bay Peninsular Hotel, SBMA
October 28, 2016
- **International and Domestic Ecotourism Seminar**
Bicol Region, Legazpi, Albay, Philippines
October 19-22, 2017
- **Industry Trends in Tourism and Hospitality Management**
Villa Escudero, Km. 91Tiaong, Quezon, Philippines
October 25, 2017
- **AMADEUS Global Distribution Reservation System Diplomacy Passer** October 21-24, 2013
- **National Assessment Trainer’s Methodology Tour Guiding Graduate** May 30, 2014
- **National Certification II Tour Guiding Services** November 7, 2013
- **National Certification II Tourism Promotion** November 8, 2013
- **National Certification II Travel Services** November 7, 2013

EDUCATIONAL BACKGROUND:

Tertiary:

June 2008 – March 2012

Bachelor of Science in Tourism

Lyceum of the Philippines University
Capitol Site, Batangas City, Philippines
Top 2 OJT Deans Lister

Secondary:

June 2004 – March 2008

Our Lady of Peace Academy

Tuy, Batangas, Philippines

Primary:

June 1998 – April 2004

Gregorio Paradero Elementary School

Tuy, Batangas, Philippines

PERSONAL DETAILS:

Nickname: Mara, Trixie

Birth Date: December 25, 1991

Age: 32

Gender: Female

Civil Status: Married

Nationality: Filipino

Height: 5'6/170cm.

Weight: 52 kg.

Language: English, Filipino-Tagalog, Basic Chinese Mandarin (Han Yu), Basic Pasa Thai

Qualities: Hardworking, Fast learner, Multi-task worker, Globally Competitive

CHARACTER REFERENCE(s):

□ Engr. Oliver B. Noriega

STI College Balayan, Batangas, Philippines 4213

School Academic Head

□ Team Manager Midel Balingit

IHG Hotels & Resorts

IOR - Manager

I certify that the information mentioned above in this application is true and correct.



*Ms. Mara Lizette Cabral – Alvero
Applicant*