

Ma Cecilia Ahorro

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I am a goal oriented individual that aims continuous self improvement. Resilient and can easily adapt to various working environment. Demonstrates strong communication skills and ability to establish rapport with colleagues and superiors.

Personal Details

Highest Level of Education: Bachelor's Degree
Total years of experience: 12

Work Experience

Food and Beverage Server

Holland America Line - United States
March 2011 to November 2023

Incharged of efficient and excellent beverage service/ experience to the guests. Exposed in a multi national clientele, can handle big number of guests and can work under pressure with minimum supervision. Was a consistent top seller, with good work appraisals, a mentor to new recruit workers, a good leader and motivator. Contributed greatly in achieving guest satisfaction ratings, and one of the most loyal and pioneer crew member of the company for 12 years. I enjoyed working in an environment that has exposure to guests, building trust and making them feel they are valued. I have made an impact to the company for bringing back old time mariners to cruise again with us. They have made the company more stable and well loved because of the quality of service we provide. I am very proud to be a part of the team that has been well acknowledged globally. With these experiences, I was able to learn different languages, cultures and was able to travel around the world.

Education

College diploma in Bachelor of Arts Major in Political Science

University of the East Manila Philippines - Manila
June 1998 to March 2002

Skills

- Bartending (2 years)
- Barista experience (10+ years)
- Serving Experience (10+ years)
- Restaurant Experience (2 years)

- Upselling (10+ years)
- Micros POS (10+ years)

Languages

- English - Fluent
- Tagalog - Advanced
- Italian - Beginner

Certifications and Licenses

Safety of Life at Sea/SOLAS

March 2023 to March 2028

Over all module of safety at sea including basic first aid.

Certificate of Competency

September 2003 to September 2008

General knowledge in hotel services preparation for boarding passenger vessels.

Certificate of Proficiency in Maritime Security Awareness Training

Present

A course to familiarize and prepare crew members in cases of Maritime Emergencies and Security awareness.

Crisis Management and Human Behavior

April 2023 to April 2028

A course to guide crew members how to manage crisis and deal with different human behavior in case of emergency.

Responsible Service of Alcohol

Present

An American standard on pertaining laws and regulations on how to serve alcohol responsibly to the guests.

United States Public Health

Present

General knowledge to comply with US public health standards. Proper food and beverage handling, food and sanitation regulations.