



SHIERRA MAE ENRIQUEZ

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SUMMARY

Skilled employee known for making best decisions regarding appropriate solutions. Committed Crew Leader delivering quality service and maintaining high levels of satisfaction. Versatile Crew Leader with experience directing others, managing tasks and monitoring work areas. Reputation for staying calm and poised even in stressful circumstances. Offering exemplary interpersonal and communication skills. Detail-oriented team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy.

EXPERIENCE

CREW LEADER, 10/2019 - 10/2023

KUDU CORPORATION FOR FOOD AND CATERING, JEDDAH, KINGDOM OF SAUDI ARABIA

- Discussed daily work requirements with crew and assigned skills-based tasks to enable completion of work.
- Trained employees in time management and proper ways to complete job duties.
- Served as the primary point of contact between crew members and upper management, relaying important information as necessary.

SERVICE CREW MEMBER, 09/2018 - 08/2019

SANDOK COMFORT FOOD INC., BACOLOD CITY, NEGROS OCCIDENTAL

- Replenished condiments, beverages, and supplies while maintaining cleanliness of service areas.
- Performed serving, cleaning and stocking to high standards and provided excellent customer satisfaction.
- Took orders, prepared meals, and collected payments.
- Enhanced customer satisfaction by providing efficient and friendly service.
- Continuously engaged in learning opportunities such as workshops or trainings to improve personal performance within the role.

HOUSEKEEPING ATTENDANT, 01/2018 - 03/2018

CHITO'S HOTEL, ILOILO CITY, PHILIPPINES

- Contributed to positive guest experiences with meticulous attention to detail in all aspects of room cleaning and presentation.
- Provided exceptional customer service when interacting with guests during their stay, creating a positive impression of the hotel's commitment towards excellence.
- Enhanced guest satisfaction by maintaining clean and well-stocked rooms in a timely manner.
- Supported the front desk team by promptly addressing guest requests and concerns, fostering a welcoming atmosphere.

WAITRESS TRAINEE, 12/2016 - 02/2017

CROWN REGENCY RESORT & CONVENTION CENTER, BORACAY ISLAND, Aklan, PHILIPPINES

- Maintained clean and organized dining areas to uphold restaurant hygiene standards.
- Upsold high-profit items such as appetizers and mixed drinks to enhance sales numbers.
- Bussed and reset tables to keep dining room and work areas clean.
- Explained menu items and suggested appropriate options for food allergy concerns.
- Cultivated warm relationships with regular customers.

SKILLS

Delegating Work

Multitasking Abilities

Excellent Communication

Adaptability and Flexibility

Effective Communication

Physical Strength and Stamina

New Hire Training

Effective Communication

EDUCATION

ILOILO SCIENCE AND TECHNOLOGY UNIVERSITY, LAPAZ, ILOILO CITY, PHILIPPINES, 2017

Bachelor of Science: HOTEL AND RESTAURANT TECHNOLOGY

- Bachelor of Science in Hotel and Restaurant Technology Graduate.
- Coursework in Food and Beverage.

LANGUAGES

English, Filipino: First Language

Korean:

A2

Arabic:

A1

Elementary

Beginner