

# STRESTIAN ESPULGAR

Concierge | Housekeeping Attendant

+63 939 339 9194 | jbespulgarg0120@gmail.com | San Antonio, Oton, Iloilo, Philippines



## Profile

I am a hardworking person currently working in the housekeeping department of Citadines Iloilo Hotel, where I ensure high standards of cleanliness and guest satisfaction. Additionally, I am a skillful driver with a professional driver's license and serves as an on-call driver. My diverse skill set and commitment to excellence enable me to contribute effectively to any team.

## Experience

### Housekeeping Attendant | Concierge June 2, 2022 - Present Citadines Amigo Iloilo Hotel

Corner Iznart-Delgado St., Brgy. Danao, Iloilo City, Philippines

- Clean and maintain the lobby, corridors, elevators, restrooms, and other public areas.
- Dust and polish furniture, fixtures, and surfaces in public spaces.
- Provide transportation services to hotel guests to and from airports, local attractions, and other destinations as required.
- Assist guests with loading and unloading luggage, ensuring their comfort and safety during transit.
- Vacuum carpets, rugs, and upholstery in public areas.
- Replenish supplies in public restrooms, such as toiletries and paper products.
- Ensure cleaning carts and storage areas are stocked with necessary supplies.
- Regularly inspect public areas for cleanliness and maintenance issues.
- Respond promptly to guest requests and inquiries in public areas.
- Adhere to hotel policies and procedures, ensuring guest privacy and confidentiality.
- Work collaboratively with other housekeeping staff and hotel departments to ensure a seamless guest experience.

### Customer Service Representative October 01, 2021 - May 23, 2022 Unishipper Private Company

Savannah, Pavia, Iloilo, Philippines

- Initiate outbound communication with customers
- Conduct follow-up communications based on customer inquiries, feedback, or service issues.
- Provide accurate information and solutions regarding products, services, and policies.
- Inform customers about new products, services, or promotions via email and chat.
- Provide detailed information and guidance to encourage customer engagement and sales.
- Adhere to company policies and procedures, including communication protocols and quality standards.

### Sales Clerk June 5, 2019 - September 29, 2021 Lowkey Vape Shop

San Jose, Molo, Iloilo City, Philippines

## References

**Eric Delosa**  
Housekeeping Manager

Phone: +63 918 563 6812  
Email: ericdelosa@gmail.com

**Dylin Cario Estribor**  
Housekeeping Supervisor

Phone: +63 960 867 3861  
Email: dylinecario@gmail.com

## Education

- **St. Anne College of Iloilo**  
*BS in Hotel and Restaurant Management*  
2012 - 2013
- **Technical Institute of Iloilo City**  
*Household Services NC II -Passer*  
2019

## Skill

- Attention to Detail
- Time Management
- Reliability & Punctuality
- Discretion & Professionalism
- Basic Maintenance Knowledge

## Trainings

**Ecolob Chemical Training**

**Karcher Machine Training**

**BFP Safety Training**

**JV Pest Control**