

MAY G. FLORES

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CAREER OBJECTIVE

Seeking a challenging position with a progressive organization where my experience and knowledge can be utilized to the fullest, for me, as well as the betterment of the organization I always endeavor and believe in putting all my efforts to achieve the best results for whomever I work for.

EDUCATIONAL BACKGROUND

- ❖ **BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION – Major in ENTREPRENEURSHIP**
Nueva Ecija University of Science and Technology
Nueva Ecija, Philippines
Year: 2005 - 2009

- ❖ **SECONDARY: Nueva Ecija National High School**
Nueva Ecija, Philippines
Year: 2002 – 2005

WORKING EXPERIENCES

Position : **HR Secretary**
Organization : Ramada by Wyndham Bahrain
Duration : **October 2017 – up to present**

Position : **Shift Leader (Front Office)**
Organization : Ramada by Wyndham Bahrain
Duration : **July 2014 – September 2017**

Position : **Guest Service Agent (Front Office)**
Organization : Al Bander Hotel & Resort, Bahrain
Duration : **May 2013 – June 2014**

Position : **Academic Encoder/Office Assistant**
Organization : Philippine Investment Management Consultants (PHINMA) Incorporation
Duration : **February 2010 – April 2012**
Nueva Ecija, Philippines

ACHIEVEMENTS

Ramada by Wyndham Bahrain

- ❖ Employee of the Month – **August 2018**
- ❖ Employee of the Year – **Year 2015**
- ❖ Employee of the Month – **July 2015**

DUTIES & RESPONSIBILITIES - Front Office Department

- ❖ Greets and welcome the guests.
- ❖ Handling and ensuring day to day operations check in and check out.
- ❖ Maximizing occupancy by using walking guest
- ❖ Controlling occupancy by watching overbooking factors and waits listing.
- ❖ Keep a tract of cancellation, no shows, and retention charges.
- ❖ Ensure a smooth flow of groups and VIP and VVIP's movements.
- ❖ Telephone calls are answered promptly & courteously and not exceeding three rings.
- ❖ Courtesy and Professionalism in speaking
- ❖ Reporting day to day operation the Front Office Manager
- ❖ Adheres to the policies related to the general appearance. (Personal Hygiene, Presentation)
- ❖ Ensure the shift is given handover, procedures of handling keys & maintain logbook for the Department Managers Information.
- ❖ Perform all such duties & responsibilities periodically assigned by the Management in a timely and efficient manner in an accordance with the established company procedures & policies.
- ❖ Handling/assisting booking reservation as per requirements.

DUTIES & RESPONSIBILITIES - Human Resource Department

- ❖ Handling legal compliance (LMRA, GOSI & Immigration) Applying and renewal for All types of visa (extension of our guest's visa) Mobility, CPR (new & renew) of all employees.
- ❖ Responsible for all employee's attendance and submitting to Accounts Department for the Payroll process.
- ❖ Arranging employee accommodation and transportation.
- ❖ Ensure regular updating of HR information system and employee records.
- ❖ Preparing and arranging Leave form and Air ticket for all the employee.
- ❖ Conducts orientation of all new employees in accordance with Hotel guidelines and Ramada New Employee Manual.
- ❖ Control and monitor the standard of staff cafeteria and ensure the quality of the food, which is served to the staff, in co-ordination with F&B Manager.
- ❖ Establish yearly vacation plan, co-ordinate with department heads and monitor the schedule accordingly.
- ❖ Carry out all typing works for Personnel and Purchasing Department.
- ❖ Ensure neat and tidy filing system for Personnel and Purchasing departments.
- ❖ Maintains all Personal File with all up-to-date information of each employee.
- ❖ Ensures both departments are run smoothly with regard to office administration.
- ❖ Performs related duties and special proposals as assigned.

SKILLS & INNITIATIVE

- ❖ Quick learner with positive attitude.
- ❖ Makes effort to improve job skills and knowledge.
- ❖ Contribute to a positive work environment.
- ❖ Excellent customer service skills, neat appearance, work as team player and natural rapport with customer
- ❖ Encouraging teamwork in order to achieve common goals.
- ❖ Capability of self-motivation.
- ❖ Punctual and Trustworthy.

PERSONAL DETAILS

PRESENT ADDRESS

Bani Othbah Avenue, Adliya

Full Name : May Guilindro Flores
Nationality : Filipino
Marital Status : Single
Date of Birth : May 01, 1988
Passport no : EC7536936
CPR no. : 880556480

References:

Upon request.

I do hereby state that all the above statements made are true to the best of my knowledge and belief, in view of the above particulars please consider this application favorably and give me a chance to work under your kind control, if I will be given an opportunity an assurance of honesty, hard work and dedication would be promised with entire satisfaction from my side to all my superiors.

May G. Flores

Applicant