# Izz A. Alves

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| **Profile**  Enthusiastic front‑line service professional with over 7 years of experience in hospitality, retail, and event support. Known for a strong work ethic, punctuality, and a friendly demeanor when engaging with customers. Seeking a stable position where reliable attendance and hands‑on problem‑solving can contribute to day‑to‑day operations. Though my background is largely customer‑facing and operational, I am eager to apply my organizational habits and attention to detail in an administrative setting.  **Skills**  Customer service & guest relations, Cash handling & POS systems (Square, POSMax), Inventory monitoring (stock counts, restocking), Basic bookkeeping (daily sales reconciliation), Food safety & hygiene (ServSafe‑Level 1), Event set‑up & breakdown (banquets, small conferences), Time management & shift scheduling, Basic Microsoft Office (Word, Excel – data entry), Bilingual: Filipino (native), conversational English, Team collaboration & conflict resolution  **Languages**  Filipino — Native  English — Professional proficiency  **Awards**  Employee of the Month | 2019-06-01  Java Junction Café  Employee of the Month, Java Junction Café (June 2019) – achieved highest customer satisfaction rating among 15 staff members.  High‑profile Wedding Banquet Coordination | 2023-01-01  The Pearl Hotel & Resort  Successfully coordinated logistics for a high‑profile wedding banquet (250 guests) at The Pearl Hotel, resulting in a 98 % client satisfaction score and repeat business.  **Certifications**  ServSafe Food Handler | 2021-01-01  National Restaurant Association  **Interests**  Urban gardening, Filipino folk music, cycling around Metro Manila | **Experience**  **Assistant Banquet Coordinator at The Pearl Hotel & Resort**  01 Mar 2022 – Present  Support senior banquet manager in arranging tables, chairs, and equipment for up to 200‑guest events. Process daily inventory of linens, glassware, and catering supplies; report shortages to procurement. Handle guest inquiries on‑site, redirecting requests to appropriate departments. Operate POS for on‑the‑spot billing during events; reconcile cash drawers at shift end.   * Support senior banquet manager in arranging tables, chairs, and equipment for up to 200‑guest events. * Process daily inventory of linens, glassware, and catering supplies; report shortages to procurement. * Handle guest inquiries on‑site, redirecting requests to appropriate departments. * Operate POS for on‑the‑spot billing during events; reconcile cash drawers at shift end.   **Retail Sales Associate at BayanMart Superstore**  01 Jan 2020 – 01 Feb 2022  Assisted customers with product selection, returns, and price adjustments. Managed end‑of‑day cash deposits and performed monthly stock‑take activities. Trained two junior staff on the store’s inventory software (QuickStock).   * Assisted customers with product selection, returns, and price adjustments. * Managed end‑of‑day cash deposits and performed monthly stock‑take activities. * Trained two junior staff on the store’s inventory software (QuickStock).   **Barista & Shift Lead at Java Junction Café**  01 May 2018 – 01 Dec 2019  Prepared specialty coffee beverages while maintaining cleanliness of work area. Oversaw shift changeovers, ensuring proper handover of sales reports and equipment checks. Recognized for “Employee of the Month” (June 2019) for punctuality and customer satisfaction scores.   * Prepared specialty coffee beverages while maintaining cleanliness of work area. * Oversaw shift changeovers, ensuring proper handover of sales reports and equipment checks. * Recognized for “Employee of the Month” (June 2019) for punctuality and customer satisfaction scores.   **Customer Service Representative (Intern) at TeleTech Solutions**  01 Jul 2016 – 01 Dec 2016  Handled inbound calls for a telecom client, logging issues in the company CRM. Performed routine data entry of call metrics and prepared simple summary reports for supervisors.   * Handled inbound calls for a telecom client, logging issues in the company CRM. * Performed routine data entry of call metrics and prepared simple summary reports for supervisors.   **Education & Training**  **Associate of Science, Culinary Arts**  College of the Philippines, Manila  – 01 Apr 2014  **High School Diploma**  Muntinglupa National High School, Philippines  – 01 Mar 2012  **Projects**  **Career Gap**  01 Sep 2014 – 01 Jun 2016  Career Gap: September 2014 – June 2016 (approximately 20 months) – focused on completing vocational training and assisting family‑run bakery.  **References**  **Available upon request**  References: Available upon request. |