▶ Paolo C. Misa

mobile : +63 936 954 4483 (Philippines)
email: paolo.misa@gmail.com
url: https://paolo-misa.github.io/webportfolio/

Education

Zuitt Philippines (September 2021 -December 2021)

Full Stack Web Developer Bootcamp Course

De La Salle University Manila (May 2002 -December 2005)

Bachelor of Science in Commerce, Major in Business Management.

Skills

HTML : Advanced	CSS: Advanced	Bootstrap: Intermediate
JavaScript : Intermediate	GIT: Advanced	Github: Advanced
Gitlab : Advanced	MongoDB: Basic	Express.js: Basic
React.js : Basic	Node.js: Basic	

Employment History

Customer Service Representative (October 2020 -December ,2020)

Accenture Philippines

Handled inbound and outbound calls about Internet service billing for client based in the U.K.

Proprietor/ Property Manager (present)

Family owned properties

Responsible for the upkeep of properties in Manila and Laguna and managed tasks such as:

- Coordinate dues between owners, tenants and home association.
- Keep property taxes up to date.
- Refurbishment or replacement of interior and exterior features of the properties.
- Market rental availability through social media.
- Maintain clean and presentable properties open to the market.
- provide contracts and receive requirements from tenants.

Proprietor/Operations Manager

Suburban Self Service Laundry (2014-2015)

Conceptualized and executed the startup of our self service laundry shop and managed responsibilities such as:

- Supervision of daily activities of the laundry shop.
- Marketed product to local communities and through social media.
- Coordination of permits with the local government.

Team Leader- Front Office

Park Hyatt Abu Dhabi (2012-2014)

Responsible to provide professional and customer focused service to our guests, ensuring that their stay will become a memorable experience and my role include key responsibilities such as:

- Supervise all Front Desk Associates,ensured that guests are taken care of in a professional and friendly manner.
- Receive guests in a professional and friendly manner, satisfying guest expectations from arrival through to departure.
- Maintain effective communication with all related departments to ensure smooth service delivery.
- Resolved, reported and took ownership of guest complaints for service recovery.
- Ensure all guest registrations are completed and correspond with Opera PMS guest information.

Guest Services Officer- Front Office

Park Hyatt Abu Dhabi (2011-2012)

- Provide prompt, courteous and efficient service to all guests, so as to achieve a high level of customer satisfaction through personalized service from arrival to departure.
- Accurately administer Front Desk cashiering standards and comply with all laid down systems, policies and procedures.
- Take hotel reservations with Opera PMS.
- Part of the hotel pre- opening team; assisted in establishing hotel service standards.

Guest Services Officer- Front Office

Hyatt Hotel and Casino Manila (2009-2011)

- Provide prompt, courteous and efficient service to all guests, so as to achieve a high level of customer satisfaction through personalized service from arrival to departure.
- Accurately administer Front Desk cashiering standards and comply with all laid down systems, policies and procedures.
- Take hotel reservations with Opera PMS.
- Assisted night manager with end of day system closures.

Reservations Supervisor

Misibis Bay Resort (2008-2009)

- Supervised Reservation Agents,ensured that service standards are followed and the Hotel Management System has complete guest information.
- Assisted Sales Team with MICE bookings and basic revenue management.
- Ensured that hotel and third party websites have rate parity and have correct hotel room inventories.
- Part of the hotel pre- opening team; assisted in establishing hotel reservation standards.

Reservations and Front Office Agent

Discovery Shores Boracay (2006-2008)

- Provided in-room check in of guests.
- Attended to guest requests, restaurant reservations, and island activities.
- Took hotel reservations with HIS.
- Part of the hotel pre- opening team