Paolo C. Misa

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url: https://paolo-misa.github.io/webportfolio/

Summary

Aspiring web developer. I have a background in hospitality and business and I want to shift my career into web development. Skilled in both frontend and backend technologies such as HTML, CSS, and Bootstrap, JavaScript, MERN stack. Also knowledgeable with Git, Heroku, E-commerce, and Responsive Web Design. Strong information technology professional who continually develops skills and knowledge. Graduated from Zuitt- Coding Bootcamp Philippines.

Education

Zuitt Coding Bootcamp - Philippines

Postgraduate/ Certificate Course, Web Development

September 2021 – December 2021

A web development bootcamp focusing on both frontend technologies such as HTML ,CSS, and Bootstrap and backend technologies such as JavaScript, MongoDB, Express.js, React.js, and Node.js

De La Salle University Manila

May 2002 -December 2005

Bachelor of Science in Commerce, Major in Business Management.

Skills

Front End: HTML, CSS, JavaScript, Bootstrap

Back End (MERN stack): MongoDB, Express.js, React.js, Node.js, Postman, Heroku

Others: GIT, Gitlab, Github, Responsive Web Design.

Experience/Projects:

Student- Zuitt Coding Bootcamp Philippines

September 2021 -December 2021

Capstone 3 -E-Commerce React Website

- created an E-commerce website with MVP requirements using MERN stack(MongoDB, Express,React.js,Node.js)

-created front end application using React.js.

-created backend server using Express.js and Node.js with MongoDB as database.

-hosted both applications in Heroku, MongoDB Atlas and Netlify.

url: https://blackplease.netlify.app/

Capstone 2 -Backend E-commerce API

-created a purely backend API project using REST APImethods

-used JavaScript, MongoDB, Express.js, Node.JS. Heroku, Postman

Capstone 1 -Portfolio Website

-created a static website to showcase my works and skills.

-used HTML, CSS, and Bootstrap to build the website

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Customer Service Representative (October 2020 -December ,2020)

Accenture Philippines

Handled inbound and outbound calls about Internet service billing for clients 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:

- Keep property taxes up to date.
- Market rental availability through social media.
- Maintain clean and presentable properties open to the market.

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 products to local communities and through social media.
- Coordination of permits with the local government.

Team Leader- Front Office

Park Hyatt Abu Dhabi (2012-2014)

- Supervise all Front Desk Associates,ensuring that guests are taken care of in a professional and friendly manner.
- Maintain effective communication with all related departments to ensure smooth service delivery.
- Resolved, reported and took ownership of guest complaints for service recovery.

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.

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.
- 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.

Reservations and Front Office Agent

Discovery Shores Boracay (2006-2008)

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