



Lady Rose D. Dominguez

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EDUCATION

University of The Cordilleras

Bachelor of Science in Information Technology

August 2019

Gov. Pack Rd., Baguio City

EXPERIENCE

Hotel Veniz Session

Manager-In-Charge

May 2023 – Present

Session Road, Baguio City

- Oversaw the overall operations of the function hall, including booking and planning events, managing staff, maintaining the hall, and handling customer inquiries and complaints.
- Ensured compliance with health and safety regulations.
- Successfully managed a team of 15 staff members.

Hotel Veniz Burnham

Service Staff

Sept. 2021 – May 2023

Abanao St., Baguio City

- Records sales on a cash register and balances cash drawer by counting cash at beginning and end of work shift.
- Take accurate food and drinks orders made by the customers.
- Helps kitchen staff with food preparation

Sitel

Customer Service Representative

Oct. 2019– Jul. 2020

Harrison Road, Baguio City

- Worked under AT&T account, an American telecommunications company.
- Provide accurate information about the company's products and services to the caller and educating the callers on how to use the products and services.

Professional Regulation Commission

Public Assistance and Complaints Desk

May 2019– Aug. 2020

Otek St., Baguio City

- Responding or assisting to inquiries by students who are going to take the board exam, and professionals who are going to renew their license
- Perform periodic inspections of materials or files in order to ensure correct placement, legibility, and proper condition

Skills

- Excellent communication skills with a focus on Customer Service
- Experienced in using Microsoft Office tools such as Word, Excel and Power Point
- Able to grasp new concepts quickly
- Ability to work under pressure

Character References

Raquel Ventura

Manager-In-Charge, Hotel Veniz Session

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