



BERNARDO JAY ROTA

CORE QUALIFICATION

- Excellence Customer Service.
- Good Oral and Communication Skills.
- Knowledgeable in different types of software ERP, Micros, POS, FMC (Fidelio Material Control), FCS (Fast Complain System), BMS (Building Management System), HP SM9 (IT Ticketing Tools), MS Application (Word, Excel and PowerPoint).
- Team Player, Hardworking and Highly Organized.
- Time Management, Flexible and can do multi-tasking effectively

EDUCATIONAL ATTAINMENT

Bachelor of Science in Information Technology
(2010 – 2014) Lyceum of the Philippines University
Muralla St. Intramuros Manila, Philippines

RECOGNITION

- June Online Review Champion (Jun 2021).
- Emaar Circle of Excellence (Feb 2020).
- Master of Guest Engagement (Sept 2019)
- Associate of the Month (Jun 2017)

OTHER EXPERIENCE

- Store Assistant (Cross Training Experience Mar-Jul 2018), Habtoor Grand Resort.
- BMS Operator (Cross Training Experience May-Aug 2017), Habtoor Grand Resort.
- Fixed Asset and Supplies Assistant (Aug-Dec 2014) Sanford Marketing Corp.

CONTACT

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SUMMARY

A great team player, enthusiasm and diligent person. Equipped with impeccable customer service skills gained from more than 5 years' experience in the field of Hospitality industry. Proven to resolve and handles customer complaints by maintaining the positive and courteous personality and providing the overall customer satisfaction. Ability to work under pressure and willing to take any challenging task and learn new things.

PROFESSIONAL EXPERIENCE

VIP Headwaiter

April 2022 – Present

TH8 Palm, the House of Original (Accor Hospitality), West Palm, Crescent Road, Dubai, UAE

- Perform and comply with all service procedures and hotel brand standards.
- Handles guest enquiries and complaints in a courteous and efficient manner
- Perform and handling the restaurant opening and closing operations. Knowledge of MICROS/POS for billing procedures and settlement reports
- Train and Supervise staff to meet guest satisfaction and efficient operation in the restaurant.
- Maintaining the daily operation requisition and outlet month end reports.

Guest Engagement Team Leader

Sept 2018 – April 2022

Emaar Vida Hotels and Resorts (Vida Creek Harbour Hotel LLC), Ras Al Khor Dubai Creek Harbour, UAE

- Knowledge of MICROS/POS billing procedures, restaurant menu and sequence of service.
- Takes and handles guest reservations, inquiries and complaints.
- Knowledge of ERP System for the requisition of all necessary bar and restaurant supplies.
- Perform and handling the restaurant opening, closing and month end inventory.
- Prepare beverages drink using the hotel house pouring standard and drink recipes.
- Maintaining the bar set up organized and clean by following the service procedures and hotel standards.

Guest Service Assistant / Store Assistant

Oct 2016 – Sept 2018

Autograph Collection by Marriott (Habtoor Grand Resort), Al Falea Street, Jumeirah Beach – Dubai, UAE

- Maintain complete knowledge of restaurant menu, beverages, and sequence service and procedures. Knowledge of cash system using MICROS.
- Knowledge of FMC (Fidelio Material Control) for Stock monitoring and order Delivery.
- Ensure that the place of work and surrounding area is kept clean and organized at all times.

Customer Service IT Support

Mar 2015 – April 2016

Shell Business Operations (Project assigned Manila based under HP Break Fix Project, Microbase Inc.), Salcedo St. Legazpi Village, Makati City, Philippines.

- Level 3 IT supports in installation, configuration and maintenance of all machines (desktops & laptops).
- Responsible in data backup and recovery, hardware upgrade and image installation.
- Handling Ticketing Tools (HP SM9) for incoming and resolving incident tickets and emails for both hardware and software issues.