



Rei Jiro B. Lao

Contact

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Address: Cabancalan, Mandaue City, Cebu

Professional Experience

Hotel Systems Administrator & Front Office System Coordinator
| 2023–2025

Palladium Suites Hotel

- Manage and maintain the hotel’s Property Management System (PMS) and all booking databases such as CloudBeds, OTA’s (Agoda, Booking, Expedia, etc.)
- Provide technical support to front desk staff and owner, resolving system-related issues Troubleshoot and maintain Wi-Fi, printers, and other tech infrastructure.
- Oversee integrations with OTA platforms (e.g., Booking.com, Expedia) and channel managers.
- Maintain and update the hotel’s official website, including booking widgets, content, and availability

Education

University of San Carlos | 2022 – Current (Student)

Bachelor of Science in Information Technology

Sacred Heart School – Atenedo de cebu | 2016 – 2022

Highschool – Senior Highschool

Skills

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| <ul style="list-style-type: none">• Website Management & Updates• Proficient in Reservation Systems (CloudBeds, OTA’s)• Tech Support (Wi-Fi, printers, system troubleshooting)• Calendar & Email Management• Customer Service & Front Desk Support | <ul style="list-style-type: none">• Tech Proficient (Google Workspace, Email management & inbox organization)• Task Prioritization & Time Management• File management (e.g., Google Drive, Dropbox) |
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Languages

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| <ul style="list-style-type: none">• English (Fluent) | <ul style="list-style-type: none">• Bisaya (Proficient) |
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Certification/Short Courses

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| <ul style="list-style-type: none">• Introduction to Cyber Security (CISCO) Certificate• Cyber Security Essentials (CISCO) Certificate & Badge | <ul style="list-style-type: none">• Networking I (CISCO) Certificate• Certificate of Training Creative Web Design (CCA) |
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