

**JENNIFER C. ONG**  
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## **WORK EXPERIENCE**

- Property Manager February 12, 2024 to July 11, 2024  
*KMC Savills Inc. / Trium Square*  
Buendia corner Leveriza Street, Pasay City  
Manages the day-to day operations of the building and maintain a smooth operation of the property and its team. Monitoring of building operations, security and housekeeping. Ensure utility consumption being monitored and all dues or billing being settled by tenants/clients.
- Resident Manager April 4, 2022 – December 29, 2023  
*Grand Marina Luxury Residences*  
Marina, Barangay Don Galo, Paranaque City  
Pre-opening team  
Overseeing maintenance, budgeting, training employees and handling problems on site.  
Seek to maximize rental income, set goals and track internal and external benchmarks.  
Visually inspect interior and exterior of properties according to regular schedules.  
Maintain property by investigating and resolving tenant complaints, enforcing rules of occupancy, coordinating repairs and assisting in planning renovations.
- Concierge Manager February 19, 2018 – December 23, 2020  
*TechHub, Concierge Business Center*  
TechZone Building, Sen. G. Puyat Avenue, Makati City  
Pre-opening team  
It's a concierge-secretarial business center that cater to client, who is just starting a new business.  
Report to the General Manager. Manage, oversees and directs all aspects of the Business Center operations. Continually strives to deliver the highest quality of service to clients, whilst adhering to all legal rules, regulations and guidelines of the company.  
Also, handle and assist other office space rentals of the company, lease contracts, billing and collections, business permits and other administrative tasks assigned as needed.
- Director of Operations May 2 – December 31, 2017  
*Maxx Hotel Makati*  
7817 Makati Avenue corner Singian Street, Makati City  
Pre-opening team  
Report to the General Manager. Recommend operational and policy changes, acts as OIC in the absence of the General Manager, implement all operational standards and directives of the General Manager and the Top Management. Supervises and monitor the Operations Department such as Front Office (Front Desk, Concierge and Reservations), and Housekeeping and Maintenance. Acts and recommend corrective measures on client complaints.

Executive Assistant to President

March 7 - December 31, 2016

*Century Peak Corporation*

14/F Equitable Tower, 8751 Paseo de Roxas Street, Makati City

Coordinate with various business properties. Handles meeting schedules, payment transactions for suppliers and contractors, and guests' bookings such as accommodation, meals, transfers and/or airline tickets. Accompany the President to some of his meetings and travels.

Senior Administration Manager

June 16, 2014 – March 5, 2016

*Sunshine Place, Recreational Center*

56 Jupiter Street, Bel-Air, Makati City

Pre-opening team.

It's a recreational center for Senior citizens and adults.

Responsible in maintaining the building in terms of its safety, and clean and order facility. Attend to the needs of the tenants. Handles the following: engineering, security, purchasing, cashiering, housekeeping (janitorial services and gardening), cctv, simple pabx system, basic knowledge of elevator and generator system. Also, handles staff schedules and coordinating with the Personnel for attendance and payroll. Also, assist clients and member needs and inquiries.

Assistant Vice-President (Operations)

May 15, 2006 – June 5, 2014

*Maranaw Hotel and Resort Corporation*

599 P. Ocampo Sr. Street, 1004 Malate, Manila

A managing company of Century Park Hotel. Report to the Executive Vice-President. Monitor the hotel operations by coordinating with the General Manager and all Department Heads. See to it that they are in accordance to corporate policies and procedures. Also, handles renovation projects and some capital expenses like replacement of generators and chillers. Transact and negotiate with suppliers and contractors if needed.

Assistant Manager

January 17, 2000 - May 14, 2006

*Century Park Hotel*

599 P. Ocampo Sr. Street, 1004 Malate, Manila

Oversees the daily operations of the hotel and sure that everything in order. Handle guest inquiries and complaints. Assist the Front Desk in checking-in and checking-out of guests. Coordinate with various departments with regards to guest needs. Report directly to the Front Office Manager.

Concierge Supervisor

October 1, 1997 - January 11, 2000

Concierge Shift Leader

June 1, 1995 - September 30, 1997

Front Desk Concierge

November 3, 1992 - May 31, 1995

*Manila Diamond Hotel*

Roxas Boulevard cor. Dr. J. Quintos Street, Ermita, 1000 Manila

Pre-opening team.

Assist the Head Concierge in the overall supervision of the concierge operations specially the Diamond Club. Responsible for handling of staff schedules, training of staff and overseeing the other section of the concierge such as the Transportation, Airport Reception and Bell Service.

Responsible for handling guest requirement both for the Executive Floors and the desk which includes check-in/out functions and attending to details of guest needs such as travel assistance, tourist information, making recommendations and reservation. Also,

responsible for handling the food and beverage needs of guests staying in the Executive Floors.

### **EDUCATIONAL BACKGROUND**

COLLEGE : Saint Paul College of Manila  
1988-1992  
COURSE : Bachelor of Science in Hotel and Restaurant Management

SECONDARY : Philippine Cultural High School  
1984-1988

PRIMARY : Cowhm Elementary School  
1978-1982  
Philippine Cultural High School  
1982-1984

### **ACHIEVEMENTS**

Century Park Hotel : Honesty Award for April 2005  
Loyalty Award for 5 years & 10 years of Service  
Health Incentive Awardee for the year 2005, 2010, 2011, 2012  
Certificate of Appreciation, visit of PROC (Jan. 15-16, 2007)

Manila Diamond Hotel : Model Supervisor for the 3<sup>rd</sup> Quarter for Year 1999  
Perfect Attendance Award for the Year 1996, 1997 and 1998  
Loyalty Award for 5 Years of Service from the year 1992-97

### **SEMINARS ATTENDED**

Certificate of Attendance (January 22-27, 2005) 52<sup>nd</sup> Les Clefs d'Or International Congress in Manila

Manila Diamond Hotel

- Train the Trainor Program (Oct. 19 to 26, 1998)
- Skills Seminar (June 9 to Sept. 23, 1998)
- Guthrie Jensen Quality Service Management for Supervisor (May 13 to 14, 1998)
- Supervisory Skills Seminar (Oct. 23 to Dec. 6, 1995)
- Handling Guest Complaints (Feb. 27, 1995)
- Guest Courtesy Training (June 9 to 24, 1994)

Certificate of Airline/Travel Agency Seminar (Aug. 20 to Sept. 24, 1994); Shroff International Travel Care Inc., Taft Ave., Malate, Metro Manila

### **AFFILIATION**

Member, Les Clefs d'Or Philippines (since 1995)

## **CHARACTER REFERENCES**

Available upon request