

MONA LIZA JUNTILA

monalizajuntila@gmail.com | +1 418 575 5350

Objective

Equipped and dedicated teammate, charismatic individual, with excellent customer service skills. A natural leader with a commitment to quality seeking a position within Alberta: offering 9+ years of customer service.

Skills

- Manage time effectively
- Enjoys physically active job and fast-paced demanding environment
- Organized, adapt quickly and effectively
- Demonstrate Excellent teamwork
- Excellent with helping people and positive towards diverse environment

Education

Bachelor of Science in Hotel and Restaurant Management
Philippine Electronics and Communication Institute of Technology

June 2009 - March 2014
Butuan City Philippines

High School Diploma

Granja Kalinawan National High School

June 2003 - March 2007
Jaro Leyte Philippines

Experience

Regent Seven Seas Services, Ltd. (Cruise Ship)

Housekeeping (Utility Hotel)

Seven Seas Explorer

Seven Seas Splendor

March 2023 - November 2023

May 2022 - November 2022

- Responsible for cleaning various public areas as assigned by the chief housekeeper.
- Responsible for performing deep cleaning tasks in public areas, including carpet shampooing, air vent cleaning, wall dusting, and floor polishing.
- Responsible for dusting tables and surfaces, vacuuming carpets, and managing garbage disposal.
- Responsible of Cleaning public toilets and replenishing amenities.

COD Resorts Limited
Studio City Macau (Hotel)
Housekeeping (Cleaner)

May 2018 - June 2020

East Sun Cleaning Services Limited
Studio City Macau (Hotel)
Housekeeping (Cleaner)

April 2015 - December 2016

- Responsible for Cleaning back of house Offices like Finance Office, Entertainment Office, Housekeeping Department Office, Front Office, F&B Office, etc.
- Responsible of Cleaning Office cubicles, dusting tables, vacuuming carpets and garbage disposal.
- Responsible of Cleaning public toilets and replenishing amenities.
- Responsible for Office Deep Cleaning (Graveyard shift) carpet shampooing, air vents cleaning, wall cleaning/dusting, floor polishing.
- Responsible of Cleaning other hotel areas depends on the assigned task given by the supervisor.

East Sun Cleaning Services Limited
Sheraton Grand Macao (Hotel)
Housekeeping (Room Attendant)

September 2014 - March 2015

- Responsible for Cleaning Hotel room lobbies.
- Responsible for Cleaning and Servicing guest rooms like dusting, toilet cleaning, garbage disposal and strip out bed linens.
- Addresses all guest queries politely and knowledgeably.
- Stocked and maintained supplies.

Seminars And Training

- SeaFarers Trainings:
 - Basic Training (Basic fire fighting, Elementary first aid, Personal Survival Techniques and Personal Safety And social Responsibility) — (2022)
 - SDSD (Ship Security Awareness Training and Seafarers with Designated Securities Duties) — (2022)
 - Anti Piracy Training — (2022)
 - Crowd and Crisis Management Training — (2022)
- DSAL(Hotel and Catering Industry Occupational Safety Course) — (2019)
- DSAL(Occupational Safety and Health Training Macau, China — (2015)
- ON THE JOB TRAINING at D'Leonor Hotel — (2013)
- ON THE JOB TRAINING at Uncle Sam's Burger and Steak — (2011)
- HRM/TOURISM Student's Summit — (2010)