

# Vegie Villagonza

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## SKILLS & QUALIFICATIONS SUMMARY

- Hospitality Expertise
- Management Skills
- Customer Service Orientation
- Operations Management
- Communication Skills
- Education and Training
- Multitasking and Adaptability
- Payroll
- Billing

## PROFESSIONAL EXPERIENCE

### Operations Manager

MAD MONKEY HOSTEL CEBU

Cebu City, Philippines

December 2019 – April 2020

- Responsible for managing and coordinating the daily operations of the hotel, ensuring smooth functionality across all departments.
- Role involves overseeing staff, maintaining service standards, and optimizing operational processes to enhance guest experiences.

### Night Manager

SAVOY HOTEL BORACAY

Newcoast, Boracay Island, Philippines

April 2018 – December 2019

- Responsible for managing all aspects of the hotel during the night shift, ensuring guest satisfaction, security, and smooth operation of the establishment.
- Oversee night staff and address any guest-related issues that may arise during these hours.

### Duty Manager

BAI HOTEL

Mandaue City, Cebu, Philippines

March 2017 – April 2018

- Plays a crucial role in managing and coordinating daily hotel operations, ensuring guest satisfaction, and overseeing various departments during the shift
- Act a point of contact for guests and staff address any issues that may arise.

### Food Counter Attendant

TIM HORTONS

Edmonton, Alberta, Canada

December 2013 - July 2016

- Primarily responsible for taking order, cashiering, preparing food items, and serving customers.
- Role revolves around providing quality service, maintaining cleanliness, and ensuring customer satisfaction.

### **Income Auditor**

MARCO POLO PLAZA CEBU – 5<sup>th</sup>

Cebu City, Cebu, Philippines

February 2011 - June 2013

- Responsible for ensuring the accuracy of financial records, conducting night audits, and overseeing various financial aspects of a hotel's operations.
- Verify transactions, reconcile accounts, and prepare financial reports to ensure compliance and efficiency within the establishment's financial information.

### **Income Auditor**

CEBU PARKLANE INTERNATIONAL HOTEL

Cebu City, Cebu, Philippines

January 2009 - February 2011

- Responsible for ensuring the accuracy of financial records, conducting night audits, and overseeing various financial aspects of a hotel's operations.
- Verify transactions, reconcile accounts, and prepare financial reports to ensure compliance and efficiency within the establishment's financial information.

### **Cost Control Associate**

CEBU PARKLANE INTERNATIONAL HOTEL

Cebu City, Cebu, Philippines

August 2006 - January 2009

- Plays a critical role in monitoring and managing expenses, analyzing financial data, and implementing strategies to control costs within a hotel.
- Ensuring financial operations while maintaining quality and standards.

## **EDUCATION**

CEBU INSTITUTE OF TECHNOLOGY – UNIVERSITY

Cebu City, Cebu, Philippines

**Bachelor of Science in Accountancy**, Mar 2006