



MICHELLE C. FORRO

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Nationality: Filipino

OBJECTIVE: To work in your prestigious company where competence, resourcefulness, intelligence and versatility would be needed to serve your clients.

QUALIFICATIONS SUMMARY

Diligent, adaptable, detail-oriented and knowledgeable in Office, Sales & Marketing functions, with solid background in Management. Goal-driven leader who maintains a productive climate and confidently motivates, mobilizes, and coaches employees to meet high performance standards. Strategic problem – solver who envisions smart solutions and executes with urgency across all levels of the organization. Outstanding team player with a proven ability to organize and prioritize work in high-pressured environments and with a track record that demonstrates self motivation and initiative to achieve both personal and corporate goals.

EDUCATION & DEVELOPMENT

Bachelor of Science in Office Administration, major in **Computer Education**, 2006
Notre Dame of Marbel University – Koronadal City, RP

- Training - **“Inventory Management, POS (Point of Sale) Software Functions, Flexible Reports, & Accounts.”**
by: Unipro Software Pte. Ltd
Tuas Supermarket Pte. Ltd., 2C Yishun Avenue 7, Simpang Lodge 2, Singapore 768930
 - Training & Workshop - **“Academy for Creating Enterprises (ACE) / Executive Batch”**
Cebu City, Philippines
 - Training & Seminar - **“The 2nd Productivity and Time Management Seminar”**
Mandaue City, Philippines
 - Training & Seminar - **“Public Speaking Workshop”**
Lapu-Lapu City Mactan, Cebu, Philippines
 - Training & Seminar - **“Personal Leadership and Empowerment: A Step by Step Guide to Leadership Excellence”**
Banilad Cebu City, Philippines
 - Training & Seminar - **“Value Based Leadership: Getting Down To The CORE of True Leadership”**
Lahug Cebu City, Philippines
 - Training & Seminar - **“The Professional Secretary”**
Lahug Cebu City, Philippines
 - Training & Seminar - **“The Multi Layered Individual: How To Do MORE of What matters MOST in life”**
Banilad Cebu City, Philippines
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PROFESSIONAL EXPERIENCE

MT / BRANCH MANAGER. from February 2012 – February 2013
Tuas Supermarket Pte. Ltd.
2C Yishun Avenue 7, Simpang Lodge 2
Singapore 768930

- Promoted rapidly from MT to BRANCH MANAGER

Duties & Responsibilities:

- Oversaw all operations (Admin. works, Sales, Mktg, & Accounts work).
- Troubleshoot and resolved counter technical problems.
- Examine merchandise to ensure that it is correctly priced and displayed and that it functions as advertised.
- Direct and supervise employees engaged in sales, inventory-taking, reconciling cash receipts, or in performing services for customers.
- Perform work activities of subordinates, such as cleaning and organizing shelves and displays and selling merchandise.
- Enforce safety, health and security rules.
- Monitor sales activities to ensure that customers receive satisfactory service and quality goods.
- Establish and implement policies, goals, objectives and procedures for their department.
- Inventory stock and reorder when inventory drops to a specified level.
- Train and evaluate personnel in sales or marketing establishments, promoting or firing workers when appropriate
- Review inventory and sales records to prepare reports for management and budget departments.
- Confer with company officials to develop methods and procedures to increase sales, expand markets and promote business.
- Plan budgets and authorize payments and merchandise returns.
- Estimate consumer demand and determine the types and amounts of goods to be sold.
- Keep records of purchases, sales and requisitions.
- Formulate pricing policies for merchandise, according to profitability requirements.

Front Office Supervisor

Grand Regal Hotel
JP Laurel Ave., Davao City 8000

Duties & Responsibilities:

- Assist the Front Office Manager in ensuring the smooth and efficient overall day-to-day operations of the Front Desk including Switchboard, Reservations and Belldesk.
- Provide excellent customer service per the standards of the hotel, and assist in situations to ensure customer satisfaction.
- Ensure guest requests, inquiries and concerns are addressed and completed in a timely manner.
- Assisting with the delivery and execution of the prefer loyalty program including amenities, guest welcome letters and profile updating.
- Reviewing guest special requests and ensure they are met or exceeded.
- Working with all hotel departments to ensure we meet or exceed guest expectations and all guest billing is accurate and up to date at time of departure.
- Assisting in the administration and management of the Front Office, including, but not limited to payroll and scheduling.
- Ensure department adherence to company policies, procedures and standards to ensure that guest expectations are exceeded.
- Assist in providing staff with ongoing coaching, training and development.
- Coordinate hotel emergency procedures within the scope of defined plans.
- Prepare reports, handle special projects and assignments as required.

Reservation Supervisor

Maribago Bluewater Beach Resort Cebu

Maribago Buyong Mactan, Cebu 6015

Philippines

Duties & Responsibilities:

- Responsible for hotel and local reservations.
- Handling of correspondences, sorted - out letters, telexes, fax, cables which are checked already by Front Office Manager.
- Allocate daily tasks to Reservations staff .
- Review reservation booked daily.
- Review arrival report daily.
- Responsible for preparation of occupancy forecast.
- Responsible for training staff.
- Responsible for implementation of policies and procedures.
- Responsible for recording Company/Travel Agent Rates both in system and correspondence file.
- Responsible for various Production reports and supply to each department concerned.
- Monitoring telephone manner and general performance of reservations staff daily.
- Ensure special handling of repeats guest and very VIP guest.
- Review room blocking for long stay. Suites and special group request.
- Supervising of group reservations.
- Maintain cordial relations with commercial clients.
- Bring to the attention Front Office Manager when the hotel availability status be changed and prepare for necessary action.
- Responsible for work schedule
- Responsible for maintaining a Neat and Orderly position at all times.

Executive/Corporate Secretary,

Migeum Global Dev. Corp.

Rm # 2-A, 2nd Floor, Capitol Centrum Bldg

Capitol site, Escario Cebu City , RP

Duties & Responsibilities:

- Responsible for providing secretarial, clerical & administrative support in order to ensure that services is provided in an effective and efficient manner.
- Receive, direct & relay telephone messages & fax messages.
- Maintain the general filing system and file all correspondence.
- Type confidential documents on a word processing system.
- Research price & purchase office furniture & supplies.
- Meet & greet clients & visitors.
- Maintain President's calendar.
- Set up President's travel arrangement.
- Supervise support staff.
- Provide word processing & secretarial support.
- Respond to public inquiries.

Sales Administrative Asst.

Orchard Property Marketing Corporation

The Sentinel Condominium

Arch Bishop Avenue , Banilad Cebu City , RP

Duties & Responsibilities:

- Checks complete documentation requirements of buyers from SRs prior to its acceptance.
- Accepts complete documents of buyers only
- Processes buyers' documents for transmittal to SLRDI Cebu
- Accepts PDCs for SLRDI and prepares immediate transmittal to SLRDI
- Works on pending documents left by previous contractual staff
- Prepares buyers' ledgers & RAs for attachments to request commission
- Records arrival of commissions
- Prepares Request for Sales Commission Report
- Process request letters for early commissions
- Accepts and checks billing statements from suppliers and schedule them for payment
- Prepares check vouchers for local check issuance and makes sure approved SRF/PO from HO are attached
- Monitors and issues local checks for signature
- Prepares Revolving Fund Replenishment Report
- Prepares Request for Check Preparation for HO check payments
- Handles phone in and walk in inquires for endorsement to SRs on a first come, First served basis as SRs daily attendance sheet.

SKILLS & STRENGTHS

- Computer-literate performer with extensive software proficiency covering wide variety of applications.
- Resourceful team player who excels at building trusting relationships with customers and colleagues.
- Innovative problem-solver who can generate workable solutions and resolve complaints.
- Results-driven achiever with exemplary planning and organizational skills, along with a high degree of detail orientation

REFERENCE:

MR. MD. SYDUR RAHMAN

COMPANY MANAGING DIRECTOR
Tuas Supermarket P0te. Ltd
2C Yishun Avenue 7, Simpang Lodge 2
Singapore 768930

MS. JOANA REBUELTO

ASSISTANT FINANCE MANAGER
Tuas Supermarket P0te. Ltd
2C Yishun Avenue 7, Simpang Lodge 2
Singapore 768930

MR. ERWIN BOISER

ADMISSION & INTERNSHIP DIRECTOR
Academy for Creating Enterprises
Regency Crest Bldg., space 4
Ma. Luisa Road, Banilad, Cebu City, RP

I hereby certify that the information given in this document is true and correct to the best of my knowledge and belief.

Name: **MICHELLE C. FORRO**