

RESUME

Elmer Quiamco

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PROFESSIONAL SUMMARY

Dedicated and detail-oriented Operations Officer with over 3 years of experience in the amusement and leisure industry. Skilled in end-to-end operations management, manpower scheduling, administrative support, and technical handling of amusement machines. Strong background in customer service, ensuring guest satisfaction and safety. Proficient in using Microsoft Office tools and ERP systems for reporting, sales encoding, and process coordination. Experienced in drafting letters and emails to tenants and partner companies. Committed to smooth operations, accurate documentation, and excellent service delivery.

WORK EXPERIENCE

Operations Officer

Tom's World | Cebu City

October 2022 – May 2026

- **Operations Management:** Oversee daily facility operations, ensure safety compliance, and maintain smooth workflow across all amusement zones and service areas.
- **Manpower Scheduling:** Plan, prepare, and update daily/weekly/monthly manpower schedules using Microsoft Excel; assign staff shifts based on operational needs, peak hours, and employee availability; monitor attendance, leaves, and overtime to ensure adequate staffing and cost efficiency.
- **Customer Service:** Assist guests with inquiries, concerns, and complaints; provide clear guidance on rides and games, and ensure a safe, friendly, and enjoyable experience for all visitors. Train staff on proper guest handling and service standards.
- **Machine Specialist:** Perform daily inspection, troubleshooting, and basic maintenance of amusement machines, rides, and game units; diagnose technical issues, conduct minor repairs, and coordinate with technicians for major servicing to minimize downtime. Monitor machine performance and safety regularly.
- **Reporting & Documentation:** Prepare daily, weekly, and monthly operational and financial reports using Microsoft Excel and Word; analyze data to support management decisions and identify improvement areas.

- **ERP System Management:** Maintain and update company ERP system — encode transactions, monitor inventory, track service schedules, and ensure data accuracy and system reliability.
 - **Sales Administration:** Record and encode daily sales transactions, reconcile cash and digital payments, and generate sales summaries for accounting and audit purposes.
 - **Correspondence & Communication:** Draft formal letters, memos, and official emails for communication with building tenants, suppliers, and partner companies; ensure timely and professional exchange of information.
 - **Administrative Support:** Organize office files, maintain records, assist in scheduling maintenance, and coordinate with different departments to resolve operational issues.
 - **Process Improvement:** Assist in reviewing operational procedures and propose adjustments to enhance efficiency, safety, and guest experience.
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SKILLS

- **Office Tools:** Advanced proficiency in Microsoft Excel, Word, PowerPoint, Outlook — including scheduling, report creation, and formal correspondence
 - **Systems:** ERP system management, data encoding, inventory tracking
 - **Operations:** Daily supervision, workflow monitoring, safety compliance, process improvement
 - **Manpower Management:** Shift scheduling, workforce planning, attendance monitoring, resource allocation
 - **Customer Service:** Guest relations, complaint resolution, service standards training, guest safety assurance
 - **Technical (Machine Specialist):** Amusement machine inspection, troubleshooting, basic maintenance, performance monitoring, safety checks
 - **Administrative:** Report writing, letter drafting, email communication, records management
 - **Data Management:** Daily sales encoding, data analysis, reconciliation
 - **Soft Skills:** Organization, problem-solving, attention to detail, communication, teamwork, leadership
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EDUCATION

Bachelor of Science in Industrial Engineering

Cebu Technological University | Daanbantayan Cebu

Graduated: 2022

CERTIFICATIONS & TRAININGS

- Operations Management Training – Tom’s World (2023)
- Safety Officer 1 – DOLE Accredited Training (2023)
- Occupational Safety and Health Standards – DOLE Accredited Training (2023)
- Mandatory 8-Hours Safety Training – DOLE Accredited Training (2021)