

# ROSIELYN FERNANDEZ RACELIS

BLK 11LOT 29PEARL ST. ADELINA 1A SAN PEDRO, LAGUNA

CONTACT NUMBER: 09064756392

E-MAIL: lyn\_0812@yahoo.com/racelisross0812@gmail.com



## OBJECTIVES

- To be a part of a growing organization that offers opportunity for an excellent career development.
- To obtain a direct and actual understanding on how to offer the best quality hospitality services and to get knowledge of a daily operations of Food Services.

## PERSONALDATA

**DATEOFBIRTH:** November 08,1991

**GENDER:** Female

**CITIZENSHIP:** Filipino

**PLACE:** Manila

**STATUS:** Single

**RELIGION:** Catholic

## EDUCATIONALATTAINMENT

LEVEL	SCHOOL/COURSE	YEAR
<b>COURSE</b>	<b>BACHELOROFSCIENCEINHOTELANDRESTAURANTMANAGEMENT</b>	
<b>COLLEGE</b>	San Pedro College of Business Administration <i>San Pedro, Laguna</i>	2011-2014
	Centro Escolar University - Makati <i>Legaspi Village, Makati City</i>	2008-2010
<b>HIGH SCHOOL</b>	St. Therese of the Child Jesus School <i>San Pedro, Laguna</i>	2004-2008
<b>ELEMENTARY</b>	St. Therese of the Child Jesus School <i>San Pedro, Laguna</i>	1997-2004

## EXPERIENCE

- **Operations Associate**  
*Tendo by Tonik - Templetech (September 23,2024 - Present)*  
*6<sup>th</sup> Flr. West Wing, The Offices at Estancia Meralco Ave. Pasig City*
- **Customer Support Representative**  
*Valor Global, Inc. (April 19,2024 - July 13,2024)*  
*Southwoods Binan, Laguna*
- **Senior Representative | Moderator | Buddy Trainer (Non-Voice)**  
*TTEC (August 4,2022 - April 2,2024)*  
*Sta.Rosa, Laguna*

- **SHIFT MANAGER**  
*Shakey's Pizza Asia Ventures, Inc. (December 10, 2021-July 9,2022)*  
Paranaque
- **EMAIL/CHAT CUSTOMER REPRESENTATIVE (Work from Home)**  
*ALTA Resources (September 21, 2020 - December 06, 2021)* Ortigas,  
Pasig City
- **SHIFTMANAGER**  
*Shakey's Pizza Asia Ventures, Inc. (August 2019 - August 2020)*  
Paranaque
- **Customer Support Representative**  
*iQOR – RMS Collect Phils., Inc. (April 8,2019 – July 16,2019)*  
Sta.Rosa, Laguna
- **SHIFTMANAGER**  
*Congo Grille/Holy cow Sizzlers (January 2017 - March 2019)* Park &  
Shop, Sucat Paranaque
- **ADMINISTRATIONASSOCIATE/FOH&BOHSTAFF**  
*TENYA TEMPURA TENDON (September 2015-July 2016)* SM  
Southmall
- **KITCHENSTAFF**  
*PANCAKE HOUSE (December 2014-June 2015)*  
Petron, SLEX
- **SERVICEATTENDANT/SOCHILL ATTENDANT (ON-THE-JOB TRAINING)**  
*Sofitel Philippine Plaza Manila (June - August 2014)*  
CCP Complex, Roxas Blvd. Manila
- **PANTRY-DISPATCHED(ON-THE-JOBTRAINING)/(ON-CALL)**  
*MAX'S RESTAURANT (October - December 2013)*  
BINAN, LAGUNA

### **SEMINARS and CERTIFICATION**

- **Korean Language Course (May 5,2024 – June 2,2024)**  
*Victorious PH – Alabang, Muntinlupa City*
- **Effective People Handling Skill (September 19, 2014)**  
*Philippine Trade Training Center*  
Sen. Gil Puyat Ave. cor. Roxas Blvd.  
Pasay City

- **Serving Customer with Efficient Communicating Skills (September 18, 2014)**  
*CFSCTM - Boni, Mandaluyong City*
- **Share to Inspire: Career Opportunities -Hospitality Industry (September 27, 2014)**  
*EAC Hall, San Pedro College of Business Administration*  
San Pedro, Laguna

### **SKILLS**

- Knowledgeable in Store Operations Management
- Knowledgeable in Food and Beverage Services
- Knowledgeable in Kitchen Productions
- Knowledge in Budget Planning, Costing, Profit and Lost

### **PERSONAL QUALITIES**

- Dependable and Trustworthy
- People Person
- Flexible
- Fast Learner

### **CHARACTER REFERENCES**

**Katrina Camille Calugay**

*Head of Customer Support*

**Tendo by Tonik - Templetech**

*Meralco Ave., Pasig City*

**09773811019**

*katrinacamille.calugay@gmail.com*

**Jerb Servando**

*Team Leader*

**TTEC Sta.Rosa**

*Sta.Rosa, Laguna*

**09173771513**

*jerb\_servando12@yahoo.com*

**Karl Roxette Empino**

*Customer Support Representative*

**TTEC Sta.Rosa**

*Sta.Rosa, Laguna*

**09671207864**

*empinokarlroxette@gmail.com*