



OSCAR JOSEFF CARMONA

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Career Objective

A hotelier with a passion in customer service striving to gain extensive work experience to contribute to the company's goals, objectives, and requirements. Eager to utilize my knowledge, experiences, and dedication within a dynamic team, making a positive impact while continuously expanding my skill set.

Education

July 2018 - 2022

Bachelor of Science in Hospitality Management

University of Cebu- Banilad Campus
Gov. M. Cuenco Avenue, Cebu City

June 2016-2018

Senior High School - Accountancy and Business Management

Samar National High School
Catbalogan City, Samar, Philippines

Experiences

Megaworld Hotels and Resorts - Belmont Hotel Mactan

Concierge Associate | September 2023 - January 2025

Key Responsibilities:

Assisted guests with their transportations requirements, provided luggage and storage assistance. Handled special requests, and maintained a strong and updated knowledge of the area to provide personalized recommendations. Additionally, coordinates with other hotel departments to fulfill guest needs and contribute to a seamless guest experience.

Duros Hotels Inc. - Cebu Quincentennial Hotel

Front Office Associate | September 2022 - February 2023

Key Responsibilities:

Handled guest check-ins, distributed room keys, and provided detailed explanations about the hotel's policies and amenities. Responded to guest requests and complaints. Offered valuable recommendations for local destinations to enhance guests' experiences. Compiled daily reports and shared them with all hotel departments.

Anzani New Mediterranean Restaurant

Dining Crew / Trainee | November 2019 - February 2020

Key Responsibilities:

Directly engaged with patrons, clients, and customers to efficiently handle orders, requests, and concerns. Took charge of processing orders from restaurant customers and maintained direct communication with relevant sections to ensure prompt fulfillment of customer needs.

Skills

- Interpersonal Skills
- Communication Skills
- Customer Service
- Food and Beverage Operations
- Problem-solving skills
- Computer Skills
- Microsoft Office Platforms
- Property Management System- Wincloud

Character References

Gretchen Ebrada

Front Office Supervisor | Cebu Quincentennial Hotel
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William Gupit

Concierge Supervisor | Belmont Hotel Mactan
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