

ERICA FAITH B. GAGWIS

Bulakan, Bulacan
Mobile Number: +639284096981
Email Address: **gagwisericafaith5@gmail.com**

Objectives: To obtain a position associated in a fast-paced company where I can fully utilize my skills in an actual work setting, develop a sense of higher responsibility and maximize inner strengths in order to provide quality service to people, thereby improving the productivity and reputation of the company.

Education Details:

Tertiary

Bachelor of Science in Tourism Management
La Consolacion University Philippines – City of Malolos, Bulacan
August 2018 to August 09, 2022

Work Experience:

MIDORI CLARK HOTEL AND CASINO – Clark City Pampanga
November 2022 to March 2023

Food Service Attendant

Responsibilities: Providing menus, answering to customer inquiries, taking orders, serving food and drinks, resetting tables for the next service, and maintaining premises clean.

Cashier and Bar Reservation Agent

Responsibilities: Managing transactions of orders through Point of Sales (POS). Processing card payment, calculate and summarize the daily sales report. Making and handling fine dining reservation, and exclusive events.

Specialized Trainings:

WORLDWIDE INTERNSHIPS PHILIPPINES (WIP)
700 hours On-The-Job Training (OJT) – March 2022 to June 2022
Virtual Practicum Part 2 Program
Specialization in:

- Personal Development
- Travel Management
- Airline Industry
- Cruise line Management

BarCIE INTERNATIONAL CENTER
300 hours Virtual Practicum 1 – June to August 2021
Specialization in:

- Front Office
- Travel Services
- Housekeeping (room service)

BEANS AND LEAVES CAFÉ
Balagtas Bulacan – 2017 to 2018
Work Immersion – F&B Server and Hostess

Specialized Seminars:

UBAYA Summer Program - 2021
Surabaya, Indonesia

Hotel Familiarization - 2020
Quest Plus Hotel, Clark, Pampanga

Bartending Seminar – 2020
TGI Friday's, Marquee Mall, Angeles City, Pampanga

La Rose Noire Philippines - 2020
Clark Pampanga

Restaurant Familiarization - 2018
VIKINGS Luxury Buffet, SM Aura, Taguig

Educational Experiences:

- **Presented Thesis Paper both in Local and International Conference 2022** *Residents' Perception of the Airport Development in Bulakan, Bulacan*

- International Virtual English Speech Competition : Participant in Thailand (February 2022)

- Events Head
Spectra Team Events (December 2021)
Chroma Events (January to May 2020)

- Tour Package Proposal, International Category : Champion in the year 2018 and 2021

Academic Result and Affiliations:

- Latin Honor, Cum Laude
- Best in BS Tourism Management Program
- Best in Virtual Practicum Program
- Departmental Senator – Student Coordinating Board Collegiate Council (AY 2021 to 2022)
- President – Augustinian Tourism Society (AY 2020 to 2022)
- Student of the Year – (AY 2020)
- Executive Secretary - Student Coordinating Board, Collegiate Council (AY 2020-2021)
- Best in Work Immersion (2018)

Personal Skills:

- Excellent in communication and leadership skills
- Effective customer service
- Strong Work Ethic
- Flexibility and Adaptability
- Committed to quality and service
- Cultural Sensitivity
- Ability to work independently or a team

Technical Skills:

- Microsoft Office
- Google Workspace
- Sabre System

Additional Information:

Date of Birth: January 05, 2000
Height: 5'3
Marital Status: Single
Language: English, Filipino

Character References:

MS. FE CORAZON C. VILLANUEVA
CITHM College Dean
0933-615-0799

MR. TED DJERVEY DE GALA
CSR at Digital Room Philippines
0997-520-8514

I hereby certify that the above information is true and correct.

ERICA FAITH B. GAGWIS
Applicant