



# RONALYN ROXAS

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## Experience

### **Abu Dhabi National Hotels Compass LLC**

**April 2, 2020 to present**

#### **Assistant Project Manager - Catering**

- Collaborated with Operations Manager to ensure operational efficiency in catering operations
- Identify and delegate responsibilities to shift leaders and staff to ensure objectives are met and excellent service and high standards are consistently achieved
- Effectively manage the operation in the absence of the Project Manger
- Responsible for financial and administrative work for Monthly Billings.
- Monitoring compliance with all Health and safety standards and Food safety Standards
- Maintained smooth and timely operations in preparation and delivery of meals and kitchen sanitations
- Organizing workflow and ensuring that employees understand their duties or delegate task.
- Monitor Employee productivity and provide constructive feedback and coaching.
- Receive complaints and resolves concerns.
- Train new employees.

#### **Office Administrator**

- Coordinating office activities and operations to secure efficiency and compliance to company policies
- Submit timely reports and prepare presentations/proposal as assigned
- Preparing regular Financial and administrative reports
- Maintaining physical and digital personnel records like employment contract, Health Certificates, Training records, Certificates and Competencies
- Gather payroll data like bank accounts and working days
- Develop training and onboarding material
- Respond to employees' questions about benefits (for example, number of vacation days they're eligible for)



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**Abu Dhabi National Hotels Compass LLC**

**August 1, 2019 – April 1, 2020**


**Housekeeping Administrator**

- Monitoring confidential files, update personal file for housekeeping staff.
- Provide supports - performs faxing, typing and emails as needed.
- Checking stained linens, damaged linen and encoding for Hospital Linen report.
- Housekeeping Monthly Report (KPI) figure encoding.
- Prepare housekeeping stock consumables and amenities for the entire hospital.
- To track all the sub-contracts invoices given by the Support Service Manager.
- Responsible to assist newly join staff to make Temporary ID, assist for the uniforms and shoes.
- Responsible for filling and monitoring Housekeeping checklists.
- Prepare the Monthly Trainings forms for the department.
  - Monitoring and Controlling Housekeeping Consumable Monthly Cost.

**Abu Dhabi National hotels Compass LLC**

**September 7, 2015 – July 31, 2019**

**Barista/Waitress**

- Checking all the product expiration and daily inventories.
  - Making sure that all the items are well displayed.
  - Making customer relation, interaction and giving an efficient, fast and accurate service.
  - Making suggestive selling and selling up to increase sales.
  - Train staff on how to do the standards in making coffee and make sure that all staffs are knowledgeable about our product.
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**Excellent People's Multi-purpose Cooperative**

**Shakey's Philippines**

**February 2011 – July 2015**

**Restaurant Certified Trainer/Restaurant Marketing Coordinator**

- Handling Inquiries, Function and other restaurant Marketing activities.
- Train staff to their designated area, teaching standard operating procedure and how to exceed the customer's expectation.
- Having guest relation, building rapport to the customers & Handling complaints.
- Making project proposal and presenting to the target market to generate more sales.
- Building ideas with the marketing team to have new marketing concept that will help the growth of sales.
- Checking Inventories of Amenities for internal and external functions.

**Golden Arches Development Corporation**

**McDonald's Philippines**

**May 2008 – August 2010**

**Certified Crew Trainer**

- Train staff to their designated area
- Giving excellent service that make the customer's repeat business
- Making sure that all the products are serving fresh, checking all the product expirations and guiding the team all throughout the shift.


**Education**

**Filipino Institute – Dubai, UAE**

**Professional Diploma**

**HR and Admin**

**March 18, 2022 – September 11, 2022**





**Filipino Institute – Sharjah, UAE**  
**18 hour short course in Basic Accounting**  
October 2017 – December 2017

**San Pedro College of Business Administration**  
**Bachelor of Science in Psychology**  
Undergraduate 2007 – 2010

### Certificates and Recognition

- Certified Person in Charge (**PIC**)
- STA International Emergency First Aid at Work including PCR & AED (**Certified First Aider**)
- Fire Safety Fundamental and proper use of Fire Extinguisher (**Certified Fire warden**)

