

John Eric Cortez

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Dubai, United Arab Emirates



DATE OF BIRTH	May 21, 2002	NATIONALITY	Filipino (Philippines)
PLACE OF BIRTH	Dubai, UAE	DRIVING LICENSE	Yes

PROFILE:

A former hospitality management student passionate about creating safe, comfortable, and memorable experiences for others. I take pride in being a team player with strong leadership skills, clear communication, and unwavering dedication in everything I do. Whether I am helping guests, working with a team, or leading a project, I always aim to bring out the best in people while staying focused on comfort, safety, and service. Still learning every day and excited for what is ahead.

EMPLOYMENT HISTORY:

Dubai World Trade Center (DWTC) **Oct. 2023 - Oct. 2024**
Food and Beverage Service Supervisor

GITEX 2023 / Dubai Airshow 2023 / Arab Health 2024 / World Cargo Alliance 2024 / Meydan Horse Race Dubai 2024 / GITEX 2024

Supply Management

- Ensured daily par stock levels, enabling uninterrupted service.

Team Leadership

- Managed and optimized a student team, maintaining high service standards in collaboration with

DWTC's Resource Staff.

- Collaborated with various teams to oversee and coordinate workflows, ensuring smooth and efficient event operations.
- Managed staff assignments, ensuring optimal manpower utilization throughout the event.

Event Service Experience

- Supported setup, service, and breakdown of meeting rooms and ballroom events, ensuring smooth operations.
- Delivered quality service at high-volume events, including catering to over 4,500 attendees and 1,000 guests during Iftar events.

Staff Training & Guidance

- Trained and guided part-time student staff to ensure effective execution of daily operations.

Guest Relations

- Served as the primary point of contact for guests, addressing general inquiries and resolving complaints.

Hygiene and Safety Compliance

- - Ensured that buffet setups and other equipment adhered to established hygiene and safety standards.

**Double Tree by Hilton Al Jaddaf
Internship Training**

Sept. 2022 - Dec. 2022

Rotational Experience Across Core Hotel Departments:

- Gained comprehensive experience by working in all four core departments: Front Office, Housekeeping, Food and Beverage Service, and Kitchen.
- Collaborated closely with departmental teams to understand and contribute to various aspects of hotel operations.

Independent Work Post-Training:

- Demonstrated the ability to perform daily operational tasks efficiently and effectively, ensuring smooth hotel operations.

Executed Daily Operational Requirements:

- Consistently met the daily operational needs of each department, contributing to the overall success of hotel services and guest satisfaction.
- Adapted to the dynamic environment of the hotel industry, maintaining a high standard of performance in all assigned tasks.

**Dubai World Trade Center (DWTC)
Food And Beverage Service Intern
GITEX 2021 / Dubai Airshow 2021**

Oct. 2021 - Nov. 2021

- Meeting Halls Service: Assisted with food and beverage setup, ensuring timely delivery and high standards of presentation for guest satisfaction.
- Guest Area Support: Managed food and beverage delivery, coordinating with staff for prompt and accurate service.
- Barista, Royal Pavilion: Provided high-quality coffee and beverages, delivering personalized customer service.
- Storekeeping: Managed inventory, ensuring stock levels were maintained and replenished, and coordinated with suppliers for smooth operations.

**Al Tannan Group
Business Development Intern**

Oct. 2019 - Feb. 2020

Sales Report Assistance

- Supported the preparation of the company's sales report by gathering and analyzing data, ensuring accuracy and timely submission.

Website Evaluation

- Conducted evaluations of the company's websites, identifying areas for improvement and recommending strategies for future development to enhance user experience and functionality.

Marketing Plan Development:

- Developed comprehensive marketing plans by researching market trends and analyzing competitors, contributing to strategic decision-making for improving the company's market position.

Filpera Dubai

Feb. 2020 - Mar. 2020

Social Media Marketing Intern

Assisted in Developing Online Marketing Strategies:

- Contributed to the creation and implementation of effective online marketing strategies to enhance the company's digital presence.
- Collaborated with the marketing team to analyze market trends, identify target audiences, and optimize campaigns across various digital platforms.

Provided Client Support via Phone:

- Handled incoming phone calls from clients, addressing their inquiries and providing solutions to meet their needs.
- Delivered exceptional customer service, ensuring client satisfaction and maintaining strong client relationships.

KEY COMPETENCIES

Excellent Customer Service

Team Leadership & Training

Event Management

Supply Chain & Inventory Management

Customer Centric

Proficient in MS Office Tools and Outlook

Works best individually, and in a diverse national environment

Strong Interpersonal Skills

Excellent Communication

Critical Thinking Proactive and Self - Motivated

Thrives in a fast paced environment

Ability to work under pressure

Goal Oriented

Adaptable & Flexible

EDUCATION:

Blue Ocean Academy

A.Y 2025 - 2025

Passenger Ground Services

Amity University Dubai

A.Y 2020 - 2024

Bachelor in Hotel Management

The Philippine School Dubai

A.Y 2018 - 2020

Accountancy, Business, and Management (ABM)

Drum and Lyre Corps

- President (Grade 11, 2018-2019): Led and managed the corps, overseeing rehearsals, performances, and team cohesion.
- Member (Grade 12, 2019-2020): Actively participated and contributed to the corps' success.

Senior High School Student Council (2019-2020)

- Public Relations Officer (PRO): Handled communication and PR tasks, promoting council activities and initiatives.

Dubai Police Student Council Band (2018-2020)

- Contributed as a band member, participating in events and representing the student body.

Class President (Grade 11-12, 2018-2020)

- Led the class, organized events, and acted as a liaison between students and faculty.

Drum and Lyre Corps Leadership

- Oversaw all corps activities, including practice planning and performance coordination, fostering teamwork and discipline.

REFERENCES:

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