



# SOPHIA UY-OCO

Applicant

## Objective

As an enthusiastic and dedicated hospitality professional, I am eager to bring my blend of knowledge, skills, and experience to an part-time teaching role within your esteemed university.

## Work Experience

### Cebu White Sands Resort and Spa

Maribago, Lapu-Lapu City, Cebu  
Internship (2023- 2024)

#### Sales and Reservation Department

- Assist the Banquet and Sales Executive during oculars and event.
- Book, cancel and amend room reservations under FIESTA PMS.
- Check arrivals, check-outs, requests and payments under B2B and B2C.
- Organize and manage the office calendar.
- Do the daily filing.
- Answer calls and emails, review contracts, and create customer database.

#### Food and Beverage Service

- Welcome, greet and seat guest.
- Take and serve food and beverage order.
- Buss out and clean area.
- Assist during banquets and buffets.
- Make coffee orders.
- Room service.
- Process payments under POS.

#### Kitchen

- Breakfast buffet mis en place.
- Make cold kitchen order.
- Assist butcher.
- Check and do the daily kitchen inventory.
- Cooking station.

### Queens at Bollywood

Greenbelt 3, San Lorenzo Makati City

#### Food and Beverage Service


- Welcome, greet and seat guest.
- Take and serve food and beverage order.
- Buss out and clean area.
- Upsell items.
- Process payments under POS.


### Foundever Sykes Inc

Glorietta 3, San Lorenzo Makati City


#### Customer Service Representative - Expedia

- Assist customer with lodging concerns and inquiries.
- Help customers with their lodging bookings and car rentals.
- Accomodate complains and resolves issues.
- Frontline between hotels and customers.
- Provide travel informatio based on customer needs and preferences.
- Arrange hotel reservations and car rentals.

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 Sophia Y. Uy-oco

 Unit 207, Block 2, Prime Makati Residences, San Antonio, Makati City

## Education

### Bachelor of Science in Hospitality Management

Palompon Institute of Technology

Palompon Leyte

*Cum Laude*

### Palompon Institute of Technology

Science Technology Engineering and Mathematics

*With Honors*

### Asuncion S. Melgar National Highschool

Junior High School

*With Honors*

### CULASIAN ELEMENTARY SCHOOL

*Valedictorian*

Sept  
-  
Feb

July  
-  
Nov

Nov  
-  
Present