



**Public School Teacher II** prepares lesson plans and instruct students. Evaluates and monitors student’s performance. Assess and document student’s progress. Participates in school-based programs that would help students to progress individually. Supervises teaching assistance to students.

06/05/2017- Present

# KIM REOLA SARDOMA

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[kimsardoma@yahoo.com](mailto:kimsardoma@yahoo.com)

## Skill Highlights

- Good communication skills
- Optimistic
- Open-minded
- Strong decision maker
- Complex problem solver
- Creative design
- Innovative
- Service-focused

## Languages

English  
Filipino

## Certifications/ Licenses

**Food and Beverage Services  
National Certificate II**

**LET Examination for Teachers**

**Empowering Leadership (AGILA)**

## References

**Liezel A. Quinaging**  
Teacher II  
DepEd Leyte Division  
09066110881

**Josias Kennet M. Villa**  
Teacher I  
Saint Michael College  
09351927272

**Hera Paz B. Yamson**  
Principal III  
Bato NHS  
DepEd Leyte Division  
09171425939

## Experience

05/20/2013 to 05/20/2017

- Supervisor - Teleperformance Phil. Inc., Cebu I.T Park, Lahug, Cebu City 6000**
- Help us create targets for individuals and teams.
  - Answers questions from staff and provide guidance and feedback.
  - Anticipate escalation and take over calls when needed.
  - Measure team performance with key metrics such as call abandonment, calls waiting, etc.
  - Devise ways to optimize procedures and keep staff motivated
  - Ensure adherence to policies for attendance, established procedures etc.
  - Keep management well-informed about issues and problems
  - Prepare monthly/annual results and performance reports.

04/10/2021 to 04/07/2013

- Sales and Marketing Officer – Castle Peak Hotel, Mabolo Cebu, City 6000**
- Successfully promoting and managing the brand.
  - Managing relationships with agencies and partners.
  - Create contract for events such as wedding, meetings, debut conferences, etc.
  - Supervises the front office staff and take over their roles when necessary.
  - Act as reservation agent when front office is busy.
  - Oversees all functions to make sure customer satisfaction is guaranteed.

06/15/2011 to 03/15/2012

- Front Office Staff – Kuting Reef Resort, Macrohon, So. Leyte**
- Greet clients and set a positive office atmosphere
  - Answer the phone, take messages, and redirect calls to appropriate offices.
  - Organize and maintain files and records; update when necessary
  - Create and maintain updated documents and spreadsheets
  - Performs night audit
  - Organize bookkeeping and issue invoices/checks
  - Performs check in and check out for the guests
  - Perform inventory of office supplies and order what is needed

## Education

2017-2019

**Master’s in Business Administration (36 units)- University of Cebu Main-Cebu City**

2015-2016

**Certificate in Professional Education- University of Cebu Main- Cebu City**

2007-2011

**Bachelor of Science in Hotel, Restaurant and Tourism Management- Visayas State University- Baybay City, Leyte**