

Maylyn Lastima Gelledo



Personal Information

Birth Date: July 15, 1988

Nationality: Filipino

Status: Single

Religion: Roman Catholic

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Mobile

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Address

Al Rigga Dubai UAE

E-Mail

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Profile Summary

- Has progressive experience in field of Customer Service
- Team player with strong leadership skills and work well with diverse group of people
- Can work under pressure and Perform all activities in outmost confidentiality
- Profound ability to multitask and keep cool under work pressure
- Exceptional ability to relate courteously with customers
- Excellent ability to understand and carry out instructions tactfully
- Strong ability to communicate both in writing and speaking

CAREER OBJECTIVE

Emerging leader with foundation experience in Food and Beverage Service Management, demonstrating a commitment to team development and operational excellence. Eager to apply a collaborative approach to leadership and a solid understanding of time management in a dynamic new role. Recognized for a proactive attitude and the ability to learn and adapt quickly in fast-paced environments.

EDUCATIONAL BACKGROUND

Tertiary – Bachelor of Science in Office Administration
University of Cebu Lapu-Lapu and Mandaue
2008-2009

High School – Carcar Academy
Carcar City, Cebu Phils.
2004-2005

WORK EXPERIENCE

ABELA & CO.

Senior Food & Beverage Supervisor

Dubai, United Arab Emirates

One and Only Royal Mirage Hotel

Bab Al Sham Resort

April 2023-September 2024

- Responsible for day-to-day operation in the hotel.
- Ensuring to have a smooth operation.
- Responsible in planning and estimating food budgets for hotel staff meals.
- Organizing an event upon client's request.
- Supervising and setting up in any catering request.
- Responsible for staff's schedule, leave, timesheets and staff files and other important documents.
- Liaising with guests and handling complaints
- Helping to resolve employee issues and disputes.
- Responsible for all the location important documents and reports.

Microsoft Dubai Internet City

Senior Supervisor/Administrator

March 2019-March 2023

- Overseeing the workplace, suggesting and implementing for improvements and changes
- Input into the development of the outlet
- Willingness to develop team, members of the outlet
- Flexibility to respond to a range of different work situations
- Preparing Menu proposals for clients
- Operating Events/Functions
- Monitoring and maintaining food temperature
- Making time sheets/ weekly/Monthly reports
- Making Timesheets for Staffs

Strengths / Skills

- Perseverance and Integrity towards work and activities
- Strong interpersonal and communication skills
- Positive attitude and character
- Retentive memory and very keen in details
- High adaptability to diverse environment
- Fast learner and team player
- Objectivity
- Innovative thinking

Character References

Mr. Michael Villar
Abela & Co.
Senior F&B Supervisor
+971553445016

Ms. Jene Ann Caman
Abela & Co.
Sous Chef
+971 559215630

Expo2020 Pavilions (Sustainability, Mobility and Opportunity) Senior F&B Supervisor March 2021-March 2022 (EXPO EVENT)

- Handling three Pavilion in EXPO2020.
- Responsible for all the orders and needs in three outlets.
- Managing all in terms of requests/complaints.
- Responsible for Staffs reallocation.
- Do events or attending big orders from Clients.
- Setting up and supervising events.
- Receiving and delivering any clients bulk orders.

American Hospital Dubai Medcare Womens and Children Hospital Senior F&B Supervisor March 2020-March 2021

- Responsible and assist the dietitian for Patients Food
- Responsible for Patients request and complaints
- Doing chargeback for patients
- Supervising for patients' food preparation.
- Responsible for staff and food hygiene in the location.

Nestle Office Millennium Airport Hotel Red Apron Batuta Mall Dubai, United Arab Emirates F&B Supervisor July 2015-February 2020

- Works as the supervisor in charge.
- Responsible for ensuring customers' satisfaction.
- Person who handles all costumer related issues like complaints, inquiries and food reservation.
- Key person that connects the staff to the management.
- Designating staff and attending their needs.

CERTIFIED TRAININGS AND IT KNOWLEDGE:

- Person in Charge- Advanced (Distinction) Valid till May 2028
- Highfield PIC level 3 in Food Safety
- Personal Survival Techniques (Table A-VI/1-1)
- Fire Prevention & Fire Fighting (Table A-VI/1-2)
- Elementary First Aid (Table A-VI/1-3)
- Personal Safety and Social Responsibility (Table A-VI/1-4)
- Food and Beverage Services NC-II
- Time Management
- Communication Skills
- Basic and Advanced Costumer Service
- Communication Skills in the Workplace
- Microsoft Office
 - Word
 - Excel
 - Powerpoint