



# PINKY RAMOS

## PROFILE

An accomplished professional with a solid background in Media & Entertainment, I have 6 years of experience in Team Lead Operation. I am recognized for my expertise in hospitality services, travel planning, and event coordination and my ability to drive process optimization and efficiency.

## CONTACT

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## TRAINING AND SEMINAR ATTENDED

### **Miascor Logistics Inc.**

April 8 – August 5, 2015,  
600 hours Participated as Cargo Agent.

### **Barcie International Center**

October 21, 2014 – January 2, 2015, 300 hours participated into different Hotel operation, Including Front Office, Housekeeping and Food and Beverage Departments.

### **Food Santation Marilen Restaurant**

Mabini Santiago City Isabela  
January 24, 2012

## EDUCATION

### **Bachelor of Science in Tourism Management**

LA CONSOLACION UNIVERSITY  
MALOLOS BULACAN, PHILIPPINES. 2011-2015

## WORK EXPERIENCE

### **TEAM LEAD OPERATION**

FUN HOUSE PURE GOLD- PHILIPPINES  
February 2018- March 2024

### **DUTIES AND RESPONSIBILITIES**

- Assist operation officer to oversee and implementation of company policies and procedures in order to ensure the smooth day to day operation.
- Responsible in handling operation area and supervise people like team members.
- Assist in training team member on work station during assigned shift.
- Also performs other duties that may be assigned to them time to time by their superior.
- Maintain procedures for maintaining documents and change control of document. Speed-up documents preparation, creation to records, and information retrieval while maintaining the accuracy and traceability of each documents stage.
- Receiving, dispatching, and filing of all technical and non-technical documents in and out of the office.
- Posting MIRO in SAP – Vendor and local Invoices for clearing, GR/IR balance is a function that you execute in order to clear the Purchases in Transit and Unbilled Payables accounts.

### **REDEMPTION CREW**

TOMS WORLD ROBINSONS- PHILIPPINES  
April 2017-September 2017

### **DUTIES AND RESPONSIBILITIES**

- Conduct grooming and cleanliness, guest care observe guest to ensure that they do not cause themselves or other harm, area preventive maintenance report to immediate heads regarding facility or system errors and problems, safety procedure work in safe manner know safety and restrictions for work place.
- Daily routine cleanliness of the area and all items of booth and showroom, prepare all redemption forms for the operation.