

SHERYLL ANN OCFEMIA

Executive Assistant Applicant

Cavite, Philippines

Personal Statement

Dedicated Food & Beverage Server with 4 years extensive experience in providing exceptional service in high-paced dining environments. Demonstrated ability to enhance guest experiences through efficient order taking and effective communication with kitchen and bar staff.

Education

Central Luzon State University
Certification in Teaching (2019-2020)

Bicol University Graduate School
Master in Rural Development (2014-2018)

University of Santo Tomas-Legazpi
Bachelor of Science in Tourism Management (2010-2014)

Expertise

- Customer Service
- Guest Service & Passenger Relations
- Excellent Communication
- Teamwork & Collaboration
- Food & Beverage Service
- Time Management & Multitasking
- Table Setting & Service
- Good Physical Stamina
- Computer Literacy

Trainings

- STCW Basic Training
- Seafarer's Identification and Record Book (SIRB)
- Medical Certificate for Seafarers
- Seafarer's Registration / Record
- Customer Service Training Certificate
- Food Safety & Hygiene Certification
- Basic First Aid Certification

Language

- English
- Korean
- Japanese

Experience

Customer Experience Representative II
Conduent Inc., Pasay, Philippines
January 12, 2026-September 1, 2026

- Managed multi-channel customer inquiries with a ~95% response rate, enhancing overall customer satisfaction and resolving issues effectively
- Collaborated with cross-functional teams to identify opportunities for process improvements, resulting in a ~15% increase in overall team efficiency

Food & Beverage Server
Villa Amada Hotel, Daraga, Albay, Philippines
July 15, 2021-December 28, 2025

- Delivered exceptional food and beverage service in a high-paced dining environment, achieving a customer satisfaction rate of ~90%.
- Coordinated with kitchen and bar staff to ensure prompt order fulfillment and timely service, enhancing operational workflows.
- Assisted with the setup and sanitation of dining areas, ensuring compliance with health and safety regulations.

Dining Room Food Server
Xanterra Parks And Resorts, Yellowstone National Park, Wyoming, USA
April 25, 2013-June 25, 2013

- Served food and beverages promptly and accurately, maintaining high standards of presentation and quality.
- Followed food safety and health regulations to ensure a safe dining environment for all guests.

Hotel Food Server
Big Sky Resorts, Big Sky, Montana, USA
March 8, 2013-April 18, 2013

- Served food and beverages promptly and accurately, maintaining high standards of presentation and quality.
- Followed food safety and health regulations to ensure a safe dining environment for all guests.