

MARK ANTHONY S. MIRAS

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Profile

Has relevant work experiences as an administrative staff and hotelier in the Philippines. Built a record of being committed, reliable and can handle a fast-paced environment.

EMPLOYMENT HISTORY

Admin Officer

El Buensuceso Welll Drilling

Metro Manila, Philippines

28 April 2017 – July 2023

- Attend to phone calls and answer concerns or inquiries.
- Receive all correspondences, including mails, letters, and deliveries, and ensure to distribute it accordingly.
- Arrange the schedule for the use of meeting or conference rooms.
- Build and maintain filing systems, both physical and digital.
- Oversee the inventory of office and stationery supplies and ensure to request order when necessary.

Waiter

Grosvenor House, Luxury Collection

Dubai, Marina

September 20, 2014- August 29, 2016

- Greet customers entering establishment
- Ensure guest receive an exceptional dining experience
- Preparing the tables and ensuring that all areas are clean and in order
- Conducts weekly and monthly inventory of stocks to avoid shortage of stocks
- Can be assigned opening and closing schedule
- Resolve customer complaints
- Maintaining safe and healthy food preparation environment in following standards and procedures, and complying with food handling and sanitation regulations.

Banquet Waiter

Mandarin Oriental Hotel

Makati City

April 2010 to April 2012

- Maintaining safe and healthy food preparation environment in following standards and procedures, and complying with food handling and sanitation regulations.

- Inform guest of daily specials; explain how various menu items are prepared, describing ingredients and the cooking method if needed.
- Greet and assist the customer before and after visit the store.
- Maintain cleanliness of work areas throughout of the day.

Room Attendant

Tiara Oriental Hotel

Makati City

May 2009 – September 2009

- Ensure all assigned rooms are clean and tidy by the end of the shift.
- Report any technical issues and maintenance needs.
- Replenish bath care products (e.g. soap and shampoo).
- Restock beverages and food items in the mini-bar.
- Help guests retrieve lost items.
- Change bed linen and make beds
- Follow hotel security guidelines
- Greeting hotel guests

TRAINING AND SEMINAR ATTENDED

Bayswater Gardens

Aged care Service, Abbotsford, NSW

Assistant in Nursing

Work placement – 160hours

June 1-30, 2024

September 15-20, 2008

Interlink Dynamic - Quezon City

The Power of Service Excellence Training and Workshop in Hotel

Food & Beverage and Housekeeping Operations

EDUCATION

Certificate IV in Ageing Support

Australian National Education

18 September 2023 – 15 September 2024

2 Year Hotel and Restaurant Services

Our Lady of Fatima University

2012 – 2014

SKILL HIGHLIGHTS

- Computer Literate (MS Word, Excel, PowerPoint)
- Good Communication Skills
- Ability to prioritize work and perform efficiently
- Ensure the satisfaction of customers, and utilize my leadership and organizational skills to assist other employees.
- Fast learner
- Team player
- Self-motivated, maintains a high level of energy