Melvin Yaranon

# Quezon City, Philippines | +639158277634 | melvinyaranon13002@gmail.com

# Objective

# Seeking a full-time job within the tourism and hospitality industry. Eager to leverage customer-focused skills and a passion for delivering exceptional service to contribute effectively to organizational objectives. Committed to embracing additional responsibilities, fostering professional growth, and thriving within a dynamic and collaborative environment.

# Educational Background

 **Polytechnic University of the Philippines, Sta. Mesa Manila October 2020 – October 2024**

*Bachelor of Science in Tourism Management*

 **Valeriano E. Fugoso Memorial High School, Marikina City 2014-2020**

*High School Diploma*

* With Honor S.Y. 2019-2020

# Work Experience

## Immaculate Conception Parish Development Cooperative, Quezon City October 2020–October 2024

 *Scholar duty/Office aide*

* Enter member information, transaction details, and attendance records into the database.
* Performs clerical duties including typing, filing, printing, and completion of simple forms.
* Demonstrated creativity and resourcefulness through the development of innovative solutions.
* Input member transactions, loan payments, and contributions into general ledger.
* Maintain strict confidentiality of sensitive financial information, upholding ethical standards.
* Collaborate closely with senior bookkeepers to complete complex tasks efficiently while meeting deadlines consistently.

## Azadore Restaurant, Inc. July 2024-September 2024

*On-call Barista and Bartender*

* Took coffee, food, and other beverage orders and prepared them for customers quickly and effectively.
* Maintained a clean and professional appearance and dining area for guest satisfaction.
* Prepared and served cocktails in a busy bar environment.
* Provided friendly and efficient service to customers.
* Handled customer complaints professionally, resolving issues promptly to ensure satisfaction and foster loyalty.

## Azadore Restaurant, Inc. May 2024-July 2024

*Barista and Bartender Intern*

* Collaborated with team members to ensure smooth operations during peak hours.
* Gained knowledge of menu items, ingredients, and drink recipes.
* Maintained cleanliness and organization of the bar station.
* Assisted in the preparation and serving of coffee and cocktails, learning techniques from experienced staff.

## IM Hotel April 2024-May 2024

 *Sales Intern*

* Selling products and services using solid arguments to prospective customers.
* Maintaining positive business relationships to ensure future sales.
* Expedite the resolution of customer problems and complaints to maximize satisfaction.

##  Volunteer Experience

 **Volunteer Scholar October 2020-October 2024**

*Immaculate Conception Parish Development Cooperative*

* Assisted with the annual general assembly.
* Supported various committee projects, including medical missions and tree planting initiatives.
* Provided support for the monthly Pre-Membership Education Seminars (PMES).

## Research Experience

 **Expanding the Disaster Risk Reduction Capabilities of Reduced Mobility Tourists in Antipolo City**

*Research Team Leader*

 *Polytechnic University of the Philippines, Sta. Mesa Manila*

 2023 – 2024

* Collaborated with four team members on creating the hypothesis.
* Collected data among people with reduced mobility.
* Identified the significant relationship between reduced mobility tourists' capability-based understanding of disaster risk and the challenges they are facing.
* Identified the commendable adjustments and programs implemented by various tourist spots in Antipolo to enhance accessibility and disaster risk reduction for Reduced Mobility Tourists.

## Projects

 **Tourism Development Plan**

*Documentation Committee Head*

 *Polytechnic University of the Philippines, Sta. Mesa Manila*

 2023-2024

* Lead and manage the Documentation Committee to achieve project goals.
* Collaborate with local government of Ragay, tourism agencies, community organizations, and other stakeholders to gather input and data.
* Prepare reports on the progress and impact of the Tourism Development Plan.

## Certificates

* Events Management Services NC III
* Course Completion Food and Beverage Services NC II

## Skills & abilities

* Microsoft Office Suite
* Data entry and recordkeeping
* Strong organizational skills
* Basic bookkeeping
* Mixology and drink preparation
* Knowledge of beverage trends and menu development
* Cash handling and point-of-sale system experience
* Expertise in coffee preparation and espresso machine operation
* Knowledge of food safety and hygiene practices
* Attention to detail and precision
* Ability to create clear and concise documentation
* Photography
* Video editing
* Photo editing