

MARCELINO SANDOVAL

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SUMMARY

A motivated and creative person with 8+ years of experience in the hotel industry including cruise ships, hotels, villas, private residences, and king palaces abroad with deep familiarity with all cleaning materials and equipment. I am passionate about everything from customer service to data entry and preparing well-researched documents. Skilled at time management, proficient in MS Office.

EXPERIENCE

09/2019 -
present

ROOMS DIVISION ATTENDANT

Princess Cruise Lines / Magsaysay Maritime Corporation — United States

- Consistently maintaining high standards of cleanliness and guest satisfaction.
- Completing cleaning tasks ahead of scheduled times without compromising quality
- Implementing time-saving practices and tools to enhance productivity
- Identifying and addressing maintenance issues promptly.
- Maintaining impeccable attention to detail in room preparation and presentation.
- Leading by example and motivating peers to uphold high standards
- Proposing and implementing new methods to improve cleaning efficiency.
- Completing relevant certifications and training programs.
- Adhering to all health and safety regulations.
- Ensuring proper handling and storage of cleaning supplies and equipment.
- Keeping up-to-date with hotel policies and procedures, and ensuring compliance.

09/2017 -
9/2018

RECEPTIONIST

Souq Waqif Boutique Hotels by Tivoli — Doha, Qatar

- Greet guests as soon as they arrive at the hotel
- Managing a high volume of calls and visitors without compromising service quality.
- Handling customer inquiries and complaints with professionalism and efficiency.
- Updated and recorded customer or client information to maintain accounts.
- Handled payment processing with receipts and proper bills and changes.
- Demonstrating excellent verbal and written communication skills
- Quickly and effectively resolving any issues or conflicts that arise.
- Proficiently using office software, phone systems, and other technology tools.

08/2015 -
08/2017

HOUSEKEEPING ATTENDANT

Elegancia Hospitality and Facility Management — Doha, Qatar

- Interacted pleasantly with clients and guests when performing daily duties.
- Inspected each room for cleanliness, utilizing a checklist to meet company standards.
- Implementing new cleaning techniques or tools to enhance efficiency and effectiveness.
- Streamlining cleaning and maintenance processes to save time and resources.
- Efficiently managing and organizing cleaning supplies and equipment.

- Consistently meeting or exceeding daily task completion targets.
- Maintaining high standards of cleanliness across all assigned areas.
- Identifying and addressing minor maintenance issues before they become major problems.
- Ensuring all cleaning and utility tasks are performed with precision and care.
- Properly using and storing cleaning chemicals and equipment to avoid accidents.
- Maintaining up-to-date knowledge of safety protocols and procedures

**06/2009 -
02/2014**

ADMINISTRATIVE ASSISTANT

2go Travel — Metro Manila, Philippines

- Developed administrative processes to achieve organizational objectives and improve office efficiency.
- Managed physical and digital files, monitored spreadsheets, and updated reports to coordinate project materials.
- Directed customer communication to appropriate department personnel.
- Tracked and submitted employee timesheets to prepare for payroll processing.
- Utilized editing programs to proofread content for typo-free emails, memos, and documentation.
- Managed office duties, ordered materials, organized workspaces, answered emails, and made phone calls.

SKILLS

Basic Content Management System Basic Adobe Photoshop Problem-Solving Abilities
Basic Google Workspace Basic Adobe InDesign MS Office Application

TRAININGS AND CERTIFICATION

2024	Basic Bookkeeping	Coursera Online
2023	Introduction to Structured Query Language (SQL)	Coursera Online
2023	Foundations: Data, Data, Everywhere	Coursera Online
2023	Tools for Data Science	Coursera Online
2023	What is Data Science Foundations: Data, Data, Everywhere	Coursera Online
2023	Pallet Truck Pedestrian Operator	Regal Princess
2023	MEWP operator type GENIE	Regal Princess
2023	Working at Height, Basic Inspection of Harnesses	Regal Princess
2017	HR and Admin Training	Qatar
2015	Household Services NC II	Manila
2014	Housekeeping NC II	Manila
2014	Cookery NC II	Manila

EDUCATIONAL BACKGROUND

2004 San Antonio National High school
 Mayapin st, Makati Metro Manila Philippines

REFERENCE

Jun Fua Jr.
 Princess Fleet Director Hotel Department
 jun.fua@magsaysay.com.ph

Sherwin Monares
 Souq Waqif Housekeeping Supervisor
 jimo.sherwin89@gmail.com