

JON SYMON P. SANTOS

Hospitality & Customer Service Professional

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PROFESSIONAL SUMMARY

Hospitality and customer service professional with hands-on experience in coffee shop operations, food and beverage service, housekeeping, hotel training, and event lighting support. Bachelor of Science in International Hospitality Management graduate specializing in Cruise and Integrated Resort Operations. Trained in Food and Beverage Services NC II and SOLAS Basic Training. Brings teamwork, adaptability, resourcefulness, communication skills, and the ability to work effectively in fast-paced environments.

CORE COMPETENCIES

Customer Service | Food & Beverage Service | Barista Operations | Housekeeping Support | Hospitality Operations | Team Collaboration | Communication | Multitasking | Adaptability | Resourcefulness | Working Under Pressure | Flexible Scheduling

PROFESSIONAL EXPERIENCE

Team Member / Barista | Bo's Coffee - SM Megamall | May 2025 - August 2026

Ortigas Center, Mandaluyong City, Metro Manila

- Supported day-to-day coffee shop operations while providing courteous customer service in a fast-paced environment.
- Prepared and served beverages and assisted with routine team responsibilities during assigned shifts.
- Worked collaboratively with team members and adapted to changing customer and operational needs.

Food & Beverage Attendant - On Call | Cocoon Boutique Hotel | December 2024 - February 2025

Brgy. Laging Handa, Quezon City

- Provided on-call support for food and beverage service operations.
- Assisted the service team in attending to guests and completing assigned operational duties.

Food & Beverage / Housekeeping Attendant - On-the-Job Training | Astoria Plaza | April 8 - May 21, 2024

Ortigas Business District, Pasig City

- Completed practical training in both food and beverage service and housekeeping operations.
- Supported assigned hospitality duties while following workplace procedures and team instructions.

Food & Beverage Attendant - On-the-Job Training | Cocoon Boutique Hotel | July 10 - August 15, 2023

Brgy. Laging Handa, Quezon City

- Completed hands-on training in food and beverage service within a hotel environment.
- Assisted with guest service and routine food and beverage operations under supervision.

Electrical Lighting Technician | Rein Pro Lights and Sounds Rental | December 2018 - 2025

Santolan, Pasig City

- Supported electrical lighting requirements for lights-and-sounds rental operations and events.
- Worked with the team on assigned lighting setup and technical support responsibilities.
- Adapted to varying event requirements, schedules, and working conditions.

EDUCATION

Bachelor of Science in International Hospitality Management | Centro Escolar University - Manila | 2019 - 2024

Specialization: Cruise and Integrated Resort Operations

CERTIFICATIONS & TRAINING

- NC II - Food and Beverage Services
- SOLAS Basic Training - Magsaysay Training Center, United Nations Avenue, Ermita, Manila | November 2023
- Emperor Wine Tasting - Centro Escolar University, Manila | August 2019