

SHERLETT A. ACOBA

CHIEF OPERATIONS OFFICER

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SUMMARY

Operations-focused leader with a strong hospitality foundation, experienced in front office, guest services, and sales and marketing. Skilled at coordinating teams, improving processes, and delivering exceptional customer experiences. Adaptable and service-oriented, with proven communication, organizational, and leadership abilities to drive operational efficiency and business growth.

EDUCATION

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| 2022 - 2026
College | Cavite State University - Imus Campus
Bachelor of Science in Hospitality Management <ul style="list-style-type: none">Acquired knowledge in hotel operations, services, front office, food and beverage, and customer relations.Developed practical hospitality skills through coursework, industry activities, and service-oriented activities. |
| 2020 - 2022
Senior High | Saint Francis of Assisi College - Bacoor Campus
Accounting Business Management <ul style="list-style-type: none">Gained foundational knowledge in accounting, marketing, business operations, and office administration.Strengthened organizational, analytical, and communication skills through business-related activities. |

WORK EXPERIENCE

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| 2024 - 2025 | Receptionist at Owemji Ayala Mall Vermosa <ul style="list-style-type: none">Managed appointments, guest inquiries, and front desk transactions while maintaining accurate records.Coordinated reception operations and ensured efficient customer service in a fast-paced environment. |
| 2024 - 2025 | Marketing Assistant at Owemji Ayala Mall Vermosa <ul style="list-style-type: none">Developed promotional materials and digital content to support marketing campaigns and brand visibility.Assisted in event promotions, customer engagement activities, and day-to-day marketing coordination. |
| 2023 - 2025 | Freelance Graphic Designer <ul style="list-style-type: none">Produced digital and print marketing materials tailored to client branding and communication objectives.Managed multiple projects simultaneously while meeting deadlines and maintaining quality standards. |

ACHIEVEMENTS

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| March 2026 | Sales and Marketing Intern 5-Star Hotel Okura Manila (600 Hours) <ul style="list-style-type: none">Assisted in administrative support, document preparation, and coordination with internal departments.Contributed to promotional initiatives, client communications, and market research with service standards. |
| March 2024 | National Certificate II in Front Office <ul style="list-style-type: none">Trained in guest reception, reservations, check-in/check-out procedures, and customer service standards.Developed competencies in front desk operations, professional communication, and guest relations. |
| August 2025 | National Certificate II in Cookery <ul style="list-style-type: none">Trained in food preparation, kitchen sanitation, workplace safety, and basic culinary techniques.Applied food handling standards while maintaining consistency, hygiene, teamwork, and quality service. |
| September 2025 | Housekeeping and Food & Beverage Intern 3-Star Vieve Hotel Manila (300 Hours) <ul style="list-style-type: none">Performed room preparation and housekeeping in accordance with hotel cleanliness and presentation.Supported food and beverage operations by assisting service and maintaining dining area readiness. |