

LOUVINEE VILLACERAN



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Bacolod City, Philippines

ABOUT ME

Versatile and service-oriented hospitality professional with 5+ years of experience in food & beverage service, guest handling, and team leadership. Completed internships in both land-based resorts and cruise operations. Recently provided administrative and content support as a Virtual Assistant, showcasing adaptability and communication skills in remote settings.

EXPERIENCE

Virtual Assistant
JANUARY 2025- JUNE 2025

- Provided remote administrative support including calendar management, data entry, social media content scheduling, and graphic design. Helped streamline daily operations and maintain consistent brand presence across platforms.

Freelance Video Editor & Content Creator

NOVEMBER 2024- MARCH 2025

- Tools & Skills:
- -Video Editing: Adobe Premiere Pro, CapCut
- -Graphic Design: Adobe Photoshop, Canva
- -AI-Powered Content: Created prompts to generate story-driven visuals using Kling AI
- -Content Creation: End-to-end editing for TikTok, Instagram Reels, YouTube Shorts
- -Creative Direction: Script interpretation, basic motion graphics, and visual storytelling

AI Automation Specialist & Email Manager (Client-Based)
JULY 2024- JANUARY 2025

- Managed newsletters, promotions, and collaboration emails using Make.com automation.
- Used ChatGPT to generate personalized content and streamline campaigns.
- Improved email workflow efficiency and ensured consistent client communication.

PIZZINO (STORE MANAGER)
APRIL 2019 – MAY 2024

- Supervised daily operations, including staff management, inventory control, and customer service. Monitored sales performance and implemented strategies to achieve revenue goals. Managed scheduling, payroll, and policy compliance. Ensured food quality and hygiene met safety standards.

STA.FE RESORT (OFFICE CLERK)
JUNE 2018 – JANUARY 2019

- Provided administrative support to senior executives, managing schedules, correspondence, and records. Organized meetings with attention to detail. Prepared reports and ensured accurate documentation.

MIREN CAFE (BARISTA)
APRIL 2016 – DECEMBER 2016

- Managed cash register operations while creating a welcoming customer experience. Assisted with inventory management and product stocking. Collaborated with team members to maintain smooth operations during peak hours.

INTERNSHIP EXPERIENCE

HOUSEKEEPING INTERN BUENAS JINN | MARCH – APRIL 2016

- Cleaned and maintained guest rooms and common areas while ensuring compliance with resort hygiene and sanitation standards.

FOOD & BEVERAGE WAITER HENANN RESORT BOHOL, PANGLAO | MARCH – APRIL 2017

- Provided exceptional customer service in a high-end resort, efficiently handling food and beverage orders. Maintained cleanliness and organization of dining areas.

**ONBOARD TRAINING INTERN
2GO TRAVEL | APRIL 2017**

Gained hands-on experience in maritime hospitality and operations, assisting with customer service and passenger comfort. Learned safety procedures and onboard standards.

**BAKER
BLUE BASKET | MAY – JULY 2017**

Assisted in baking pastries and bread while ensuring quality control and hygiene standards. Maintained kitchen cleanliness and organization.

EDUCATION

Bachelor of Science in Hospitality Management
La Consolacion College Bacolod

Bachelor of Science in Network & Cybersecurity
Mapua Digital College