



LOUVINEE VILLACERAN

 <https://louvln.wixsite.com/my-site-3>

 09605285346

 louvln@gmail.com

 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 sea-based operations. Recently provided administrative and content support as a Virtual Assistant, demonstrating adaptability and strong communication skills in remote settings.

EXPERIENCE

Virtual Assistant | Video Editing & Content Creation Freelancer

NOVEMBER 2024- PRESENT

- Provided remote administrative and IT support including system troubleshooting, data entry automation, and cloud file management (Google Workspace, Notion, Trello).
- Edited videos and designed digital assets using Adobe Creative Suite, Canva, and CapCut, optimizing media for various platforms.
- Managed social media scheduling through Meta Business Suite and applying automation for consistent brand presence.
- Assisted with basic technical maintenance, such as account setups, password management, and device syncing.

AI Automation Specialist & Email Manager (Client-Based)

JULY 2024- JANUARY 2025

- Built and managed automated email campaigns with Make.com, ensuring timely newsletters and promotions.
- Used ChatGPT to generate personalized, high-quality email content.
- Improved email workflow efficiency, reducing manual workload by 30%.
- Maintained strong client communication through consistent updates and campaign reporting.

PIZZINO (STORE MANAGER)

APRIL 2019 – MAY 2024

- Supervised and trained a team of 10+ staff, ensuring high performance, compliance, and excellent customer service.
- Implemented efficient scheduling and payroll systems, reducing staffing conflicts by 20%.
- Oversaw inventory and supplier coordination, minimizing shortages and saving monthly costs.
- Increased sales revenue by introducing upselling strategies and monitoring daily performance.
- Ensured food safety and hygiene standards consistently met regulatory compliance.

STA.FE RESORT (OFFICE CLERK)

JUNE 2018 – JANUARY 2019

- Provided administrative support, including schedule management, record-keeping, and documentation.
- Coordinated meetings and correspondence, ensuring smooth communication across departments.
- Prepared detailed reports and assisted in organizing resort operations with accuracy and attention to detail.

MIREN CAFE (BARISTA)

MAY 2016 – DECEMBER 2016

- Delivered exceptional customer service in a fast-paced café environment.
- Handled POS operations with accuracy while maintaining a friendly and welcoming atmosphere. Supported inventory management and product stocking, contributing to reduced waste.
- Collaborated with team members to maintain efficiency during high-volume periods.

INTERNSHIP EXPERIENCE

HOUSEKEEPING INTERN BUENAS J INN |

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 – MAY 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-MAY 2016

- 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 | JUNE – AUGUST 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

JUNE 2015- APRIL 2019

La Consolacion College Bacolod

Bachelor of Science in Network & Cybersecurity

APRIL 2014-PRESENT

Mapua Digital College

SKILLS AND LANGUAGES

Technical Tools:

- Adobe Photoshop, Canva, Adobe Premiere Pro, CapCut, Make.com, Kling AI
- Administrative: Calendar & Email Management, Social Media Scheduling, Data Entry, File Organization
- Content Creation: Video Editing, Graphic Design, Visual Storytelling,
- Professional Skills: Team Leadership, Customer Service, Communication, Problem-Solving, Adaptability

Languages:

- English (Fluent)
- Filipino (Native)