

# **A R N U L F O M . S O R I A N O**

## **OBJECTIVE**

To work with a fast growing company where I can fully utilize my qualifications, increase my knowledge; develop a career in the challenging where there is an opportunity for career advancement.

## **EXPERIENCE**

### **Coast Meridian Properties – Los Angeles, CA**

#### **Security Guard/General Maintenance Assistant/Front Desk**

**July 2018-Present**

- Security Guard and Protect company's property and staff by maintaining a safe and secure environment
- Observe for signs of crime or disorder and investigate disturbances
- Take accurate notes of unusual occurrences
- Report in detail any suspicious incidents n Patrol randomly or regularly building and perimeter n Monitor and control access at building entrances and vehicle gates
- Watch alarm systems or video cameras and operate detecting/emergency equipment
- Perform other duties as may be required /General Maintenance Assistant
- Disassemble damaged and broken equipment so that it can be more easily repaired, then reassemble pieces after repair work has been successfully completed
- Maintain grounds and common areas to ensure they are operational, safe and clean for our residents.
- Receive deliveries of tools, equipment and supplies and transfer them to work stations or other areas as dictated by management.
- Hold or hand off tools, equipment and parts to workers who are actively working on maintenance or repairs.
- Move or position vehicles, physical structures and other equipment to ensure easy access for workers who will be installing or assembling them.
- Use hand or power tools to disconnect, connect or adjust tubing, wiring and other parts as needed.
- Receive work orders and determine what parts, equipment and services are needed to perform necessary maintenance and repair work.
- Sweeping, mopping and vacuuming floors
- Waxing furniture and cleaning fixtures
- Disposing of trash and emptying trash receptacles
- Keeping buildings free from indoor pests n Maintaining cleaning equipment
- Maintaining inventory of cleaning materials

- Ensuring equipment and lights are switched off, and premises are locked after hours.
- Installs pipes and fixtures, such as sinks and toilets, for water, gas, steam, air, or other liquids.
- Installs supports for pipes, equipment, fixtures prior to installation.
- Install and repair water supply lines, waste disposal systems, and related appliances and fixtures to keep hotel flowing smoothly.
- Apply paint to surfaces including canvas, walls, floors, doors, and cabinets.
- Mix, match, and apply paint, varnish, shellac, enamel, and other finishes.
- Scrape, sandpaper, prime, or seal surfaces prior to painting.
- Clean walls to ensure proper adherence.
- Perform other duties as may be required

**Feb 2016-June 2018 Pacific Island Club - Saipan, CNMI**  
**Front Desk Clerk**

- Assist customer and arrange accommodation
- Arranging guest travel and transportation to the airport n Calculate final bills and receive payment
- Direct calls from guests and room service orders
- Receiving and sending emails (bookings, reservations, transport)
- Maintain and up to date files and information on tours sightseeing and points of general interest and make the necessary bookings when requested.
- Handle guest complains, inquiries, comments, log them and initiate appropriate action and follow up.
- Check validity of travel agents vouchers.
- To prepare and balance cash report and remittance envelope at the end of the shift.
- Deal customer on various matters
- Perform other duties as may be required

**July 2012 to Feb 2015 Top Development, Inc.**  
**Travel Counselor**

**Saipan, CNMI**

- Assist customer for sight-seeing points
- Plans describe, arrange and sell optional tours packages and specialized in group or individual escorted tours.
- Converses with customer to determined destination, mode of transportation, travel dates, financial consideration and accommodation required
- Provide customers with brochures and publication and foreign regulation
- Pick-up and drop off customer at the airport
- Drop off customer at the designated hotels
- Deal customer on various matters

- Perform other duties as may be required

**November 2011 to May HNR Corporation dba Victoria Hotel, Saipan,  
Front Desk Clerk**

- Arranging guest travel and transportation to the airport
- Calculate final bills and receive payment
- Direct calls from guests and room service orders
- Receiving and sending emails (bookings, reservations, transport)
- Maintain and up to date files and information on tours sightseeing and points of general interest and make the necessary bookings when requested. Handle guest complains, inquiries, comments, log them and initiate appropriate action and follow up.
- Check validity of travel agents vouchers.
- To prepare and balance cash report and remittance envelope at the end of the shift.
- Deal customer on various matters
- Perform other duties as may be required

**2000 to August 2011 Pacific Development, Inc.**

**Saipan, CNMI**

**Travel Counselor**

- Plans itineraries for the customers
- Arrange accommodations and other travel services
- Assist customer for sight-seeing points
- Plans describe, arrange and sell optional tours packages and specialized in group or individual escorted tours.
- Converses with customer to determined destination, mode of transportation, travel dates, financial consideration and accommodation required
- Provide customers with brochures and publication and foreign regulation
- Pick-up and drop off customer at the airport
- Drop off customer at the designated hotels
- Deal customer on various matters
- Perform other duties as may be required

**1993-2000 National Rental A Car**

**Saipan, CNMI**

**Rent a Car Clerk**

- Open and close rental agreement
- Attend and assist prospective customer on local trip arrangement
- Summarize daily reports
- Responsible for the rent/releasing and returns of the car
- Picking-up and dropping of customer to their locations
- Doing other related duties assigned

**1990-1993 ESPN Motors/Rent A Car**  
**Supervisor**

Saipan, CNMI

- Responsible for the company operations
- Responsible for the rent/releasing and returns of the car
- Keeping records of receivables and payables and prepare schedule to ensure proper collection and payment based on available funds
- Summarize daily reports
- Picking-up and dropping of customer to their locations
- Doing other related duties assigned

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## **EDUCATION**

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1984-1985 (Undergraduate)  
Electrical Engineer Guzman Institute of Technology  
Manila, Philippines

1982-1984 (Vocational Course)  
Electrical Technology Guzman Institute of Technology  
Manila, Philippines

1981-1982 (Vocational Course)  
Practical Electricity Guzman Institute of Technology  
Manila, Philippines

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## **SKILLS**

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Excellent customer service skills, selling skills (optional tour packages), Interpersonal relationship, Computer literate, excellent English and Japanese communication verbal skills.

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## **TRAINING ATTENDED**

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Japanese Language 1995  
Northern Marianas College

Basic Computer Concepts Training 2006  
Philippine Consulate, Saipan

Automotive Trouble Shooting  
Philippine Consulate, Saipan

2007

## **ACHIEVEMENT**

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Outstanding Employee for 4<sup>th</sup> quarter 2003

For Providing Outstanding Service and Untiring Support to PDI 2003

## **REFERENCE**

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Pete Radillo - Accountant - Top Development, Inc.

Miguel Lagare - Club C

Yoichi Matsumura - President - PDI, Inc.

Daisy Sablan - Saipan Station Supervisor - Delta Airlines

Alex Tudela - Vice-President - ESPN Motors

Mike S. Licop - Manager - Traders Insurance Co.

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**Dishwasher Test**

**Score** 0 / 10

B  After washing your hands, which item should be used to dry them?

- a) Clean apron
- b) Sanitized wiping cloth
- c) Single use paper towel
- d) Common used cloth

60%

-4

C  2) While washing dishes by hand, which item should you wear?

- a) Cutting glove
- b) Oven Mitt
- c) Rubber glove
- d) Nothing

D  3) When should you wash your hands?

- a) Before you start work
- b) After handling non-food items (garbage, money, cleaning chemicals)
- c) After using the restroom
- d) All of the above

A  4) If you need to move a heavy load, you should PULL and not PUSH the object.

- a) True
- b) False

E  5) Which of the following could you be at risk for getting burned from?

- a) Steam from boiling pots
- b) Hot liquids (coffee, soup, tea)
- c) Hot equipment (ovens, pots, chaffing dishes)
- d) Harsh chemicals
- e) All of the above

A  6) All work-related injuries, accidents or illnesses should be reported immediately to the supervisor on duty.

- a) True
- b) False

C  7) What should you do if you spill liquids or see a liquid spill?

- a) Leave it for someone else to clean-up
- b) Wait until the end of your shift to clean it
- c) Flag the spill and clean it immediately
- d) Not sure

A  8) When handling hot items you should?

- a) Wear rubber gloves
- b) No need to wear anything
- c) Use an oven mitt or dry cloth towel
- d) Nothing

A  9) If you are using a three-compartment sink for cleaning and sanitizing, the second sink is used for?

- a) Rinsing
- b) Scraping
- c) Washing
- d) Sanitizing

A  10) What is the proper method for cleaning and sanitizing stationary equipment?

- a) Spray with a strong cleaning solution and wipe with a sanitized cloth
- b) Spray with a sanitizing solution, then rinse with clean water and dry
- c) Wash and rinse, then wipe or spray with a chemical-sanitizing solution
- d) Brush off loose soil with a clean cloth, then wipe with a sanitizing solution