



Edgar Cabie Agapinan

Rooms Division Supervisor

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B14L21 Lotus St. Grand Royale
Subdivision Malolos Bulacan
Philippines

EDUCATION

Guzman Institute of Electronics

1992

Electronics Technician

SKILLS

- Delegation and Supervision
- Computer Proficiency
- Handling Complaints and Inquiries
- Customer Service Management
- Team Building and Motivation
- Staff Coaching and Training
- Service Oriented
- Problem Anticipation and Resolution
- Adaptable to Changing Demands

REFERENCE

Domingo Cua Jr
Fleet Director Magsaysay
Maritime Corporation
E : dcfua@magsaysay.com.ph
M : +632526888

SUMMARY

Results-driven Supervisor with experience steering and directing all aspects of operations. Practiced in orchestrating multiple projects with competing priorities involving process improvements, safety initiatives and quality control. Recognized and commended for collaborating with upper management to achieve organizational objectives.

EXPERIENCE

Rooms Division Supervisor

01/2020 - 11/2022

Princess Cruise Lines / Magsaysay Maritime Corporation
T.M. Kalaw St. Ermita, Manila Philippines

- Provided leadership, insight and mentoring to newly hired employees to supply knowledge of various company programs.
- Trained, managed and motivated employees to promote professional skill development.
- Collaborated with company departments to guarantee cohesive branding and strategic product placement.

Housekeeping Supervisor

04/2005 - 12/2019

Princess Cruise Lines / Magsaysay Maritime Corporation
T.M Kalaw St. Ermita, Manila Philippines

- Supervised and supported housekeeping personnel to maximize quality of service and performance.
- Collaborated with Front Desk to respond promptly to guest request and promote positive experience.
- Practiced safe work habits and wore protective safety equipment.
- Developed training programs to build employee performance, improve employee engagement and increase employee retention.
- Sustained safety protocols to support proper and cost-effective equipment and material usage.
- Provided leadership, insight and mentoring to newly hired employees to supply knowledge of various company programs.

Rooms Steward

04/1997 - 03/2004

Princess Cruise Lines / Magsaysay Maritime Corporation
T.M Kalaw St. Ermita, Manila Philippines

- Personally welcomed guests and helped find most suitable offerings through effective questioning.
- Maintained high standards of customer service during high-volume work shifts and fast-paced operations.
- Worked in close collaboration with team members to ensure customers received high quality service.
- Participated in ongoing training to enhance job skills and knowledge.
- Effectively multitasked within fast-paced environment.
- Greeted guests with friendliness and professionalism.