

GLENN MARK J. BLASQUEZ



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PERSONAL SUMMARY

I am a mature, positive and hardworking individual, who always strive to achieve the highest standard possible, at any given task. I have the ability and experience to relate to a wide range of people. I enjoy learning new things; I can work very well under pressure. I have the sales experience to handle customer complaints and solving problematic situations. I have a strong time management skills and the ability to listen carefully to client requirements. I possess an entrepreneurial spirit required to work in highly flexible, rapidly changing, ambiguous work environments. I continuously invest on education to gain knowledge for self improvement. I possess insatiable energy to produce results and am able to quickly build outstanding customer relationship.

ACADEMIC QUALIFICATIONS

- 2012 - 2015 **Doctor of Philosophy in Maritime Education**
John B. Lacson Maritime Academy, Manila
Dissertation: *Basic Safety Training: Perceived, Extensiveness, Satisfaction, and Acquired Training Skills among Seafarers*
Adviser: Dr. Alberto Trinidad & Dr. Rodolfo Ceballos
- 2010 - 2012 **Master in Ship Management**
Philippine Merchant Marine Academy (PMMA), Manila
Thesis: *The Level of Knowledge of Boat Operators on Basic Safety Training in Relation to Business Profitability*
Adviser: Dr. Zenaida P. Pia
- 2002 - 2005 **Bachelor of Science in Management**
- 2000 - 2001 **Computer Programming**
De La Salle University, Manila

PROFESSIONAL EXPERIENCE

2016 - Present

Privia Educational Tours and Travel Services (PRETTS)

MH Del Pilar St., Ermita, Manila, Philippines 1000

General Manager

I work directly with high schools, colleges, and universities to craft trips to their particular specifications, making presentations in the process to faculty members, chairperson, deans, and owners. I am responsible while planning these trips for contracting air transport, ground transportation, guides and hotel accommodations. As general manager, I work with corporate travel accounts and individuals too. I cooperate with our partner companies to make necessary arrangements for groups and individuals joining educational tours/programs and leisure trips.

Duties:

- Participate in activities to assess and select appropriate tools aimed at improving operational process efficiencies as well as capturing data that will lead to improved ability to identify and target strategic operational initiatives.
- Communicate across the organization with respect to implementation of new service programs as well as changes to existing programs.
- Interact as required with leadership, staff, and client-service professionals to manage risks associated with ensuring the effective implementation of new operational processes.
- Assume the lead role in strategic sourcing data analysis, the competitive bidding process, evaluating competing suppliers and supply markets, developing appropriate procurement strategy for various travel suppliers, negotiating contracts, assisting in the development of implementation and communication plans.
- Interact with client service partners when clients are either current suppliers or being considered as potential suppliers to the organization.
- Lead the development of supplier relationship management plans.
- Identified emerging trends in the Travel Agency community in order to develop and execute plans to adapt to new technology to respond to client needs.
- Focused on strategic account management with key agency partners.

- Performed warm and cold calling to prospective customers based on leads from web sites, events, and mailings.
- Contacted, scheduled, and conducted phone and in-person presentations with prospective customers.
- Responded to customer inquiries and provided accurate and detailed information via phone and or e-mail.
- Communicated with customers to ensure consistency between products offered in relation to client expectations.

2008 - Present

Southern Institute of Maritime Studies (SIMS)
Sta. Monica St., Ermita Manila, Philippines 1000

Vice-President of Operations and Marketing

-Responsible for developing a portfolio of accounts through new business development. Also in charge of looking for bring opportunities and for managing the full negotiation and close process with clients from beginning to end.

- Responsible for managing the workforce to deliver excellent results and achieve the highest operational standards across all areas of the business. In-charge of overseeing all the organization's operations in accordance with the company's brand, product and service standards.

Duties:

- Dealing with customer enquiries face to face, over the phone or via email.
- Contacting prospective customers and discussing their requirements.
- Working closely with the marketing team to produce any sales collateral required for the target market.
- Reporting business trends and area performance to the President and Chairman.
- Developing & maintaining successful business relationships with all prospects.
- Identifying what customers want.
- Planning and organizing the day to ensure all opportunities are maximized.
- Developing a full understanding of the business market-place
- Implementing business procedures.

- Organizing the maintenance of equipment.
- Developing and implementing creative selling techniques.
- Ensuring that company goals are met in a timely fashion by the efficient and effective management of personnel and resources.
- Working with other department heads.
- In charge of departmental procurements.
- Delegating responsibilities.
- Driving the sales and marketing strategy.

2005 - 2008

Bohol Coconut Palms Resort (BCPR)
Laya Baclayon, Bohol, Philippines 6301

General Manager

- Managed the on-site planning & building of the 36-room resort complete with banquet hall, Olympic size swimming pool, restaurant, garden area, kitchen, and other facilities by designing the overall layout, selecting suppliers for equipment, and recruiting of staff.

- Assumed full responsibility & accountability in managing the day-to-day operations which includes reservation and selling of rooms, supervision & training of staff, housekeeping, supplier contract and orders administration, cost control, security, entertainment, and banquet catering service for special events.

>Demonstrated outstanding interpersonal skills in dealing with clients such as Agoda, Chiangkai Shek College, St. Scholastica College, Dept. of Health, Dept. of Labor, and other recognized artists in the Showbiz Industry.

- Set-up of the reservation & booking system, resulting in streamlined customer contact services.

- Oversaw the design and marketing of the resort logo and website, which resulted in a 15% increase in bookings within 5 months.

- Assisted in carrying out important functions related to maintenance and renovations of resort.

- Played an integral role in overseeing business development / analysis and cost control.
- Oversaw promotions and negotiation of sponsorship agreements.
- Analyzed sales figures of resort from time-to-time and sets future targets accordingly.
- Managed overall budget of resort which includes preparing current budget and managing expenses.

SKILLS and PROFESSIONAL TRAINING

IMO 6.09 “Training Course for Instructors”, Manila
 IMO Model Course 3.12 (Assessor Course), Manila
 DNV ISO 9001:2000 Training, Manila
 Philippine Delegate in Maritime Education Training (MET), Shanghai China
 Philippine Delegate in International Maritime Organization (IMO), London England
 Symposium 2010: Proposed Amendments to STCW Convention and Code, Manila

PROFESSIONAL MEMBERSHIP and AFFILIATIONS

2016 - Present	President , TESDA Manila Accredited Training Centers - (Tourism/Maritime)
2016 - Present	Board Director , TESDA Assessors-Trainers Association of the Philippines
2016 - Present	External Vice President , Association of TESDA Manila Accredited Assessment Centers (ATMAAC)
2014 - Present	Treasurer , The Nautical Institute
2013 - Present	Board Secretary , Philippine Association of Maritime Training Center, Inc. (PAMTCI)
2011 - 2013	Executive Vice President , Philippine Association of Maritime Training Center, Inc. (PAMTCI)
2008 - Present	Member , Association of Administrators in the Hospitality, Hotel, and Restaurant Management Educational Institutions (AAHRMEI)
2008 - Present	Member , Rotary Club - Upper Tagbilaran
2008 - Present	Member , Philippine Chamber of Commerce

PERSONAL INFORMATION

BIRTHDAY: April 30, 1984
AGE: 32
PLACE OF BIRTH: Pasay City, Manila, Philippines
NATIONALITY: Filipino
RELIGION: Roman Catholic

REFERENCES

Available upon request

