**JEFFRY**  Contact Number: C/o 0505891826

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**OBJECTIVE**

To participate as a team member in a dynamic work environment focused on promoting business growth by providing superior value and service. To secure a responsible l opportunity, where I can fully utilize my administrative and management skills while, making a significant contribution to the success of my employer.

**QUALIFICATIONS**

* Bachelor of Science in Hotel and Restaurant Management – Hospitality and Management
* Results-oriented Administrative Asst. with extensive experience in diverse areas of business administration and organizational management.
* Skilled in working with highly confidential information.
* Comprehensive background in records management, report generation & data entry using Oracle (CPAY, HRMS, BMC).
* With 2 years experience as Head Marketing Manager
* With 6 years experience in customer service.
* Hardworking, goal-oriented, highly competent and team player oriented.
* Excellent personal relations, strong communication and rapport-building skills.

**COMPUTER SKILLS**

* Proficiency in MS application (Word, Excel, PowerPoint & Outlook)
* Oracle base application (CPAY, HRMS, & BMC)
* Internet literate

**TRAINING & CETIFICATION**

* Basic Managerial training program
* Basic supervisory skills training program
* Basic first aid
* Accounting for Non-Accounting Seminar
* Basic Food Hygiene Training
* New Employee Training Program

**PROFFESSIONAL EXPERCIENCES**

***CSR Call Center Agent (Jan. 2012 – Aug. 2013) Convergys Philippines***

* Support and provide superior service via phones, e-mails and faxes as a receiver and caller
* Use questioning and listening skills that support effective telephone communication.
* Use an effective approach to handle special telephone tasks like call transfers, taking messages, call backs, holds, interruptions, and unintentional disconnects.
* Understand the impact of attitude in handling calls professionally
* Effectively deal with job stress, angry callers, and upset customers
* Use the most appropriate way to communicate with different behavior types on the telephone.
* Apply the elements of building positive rapport with different types of customers over the phone.
* Apply the proper telephone etiquette to satisfy various customer situations.
* Apply appropriate actions to effectively control a telephone call.
* Identify voice skills and how to enhance a good telephone presentation.
* Meets commitments to customers
* Other duties as assigned.
* Display Time flexibility towards shifts as per work floor requirements

***MARKETING ASSISTANT (Jan. 2011- Nov. 2011) New Winner Restaurant, Philippines***

* Assembles consumer rating reports by compiling, consolidating, formatting, and summarizing information, graphs, and presentations.
* Updates competitor database by inputting data from field sales.
* Publishes pricing schedules by verifying freight rates, charges, and allowances.
* Supports sales presentations by assembling quotations, proposals, videos, slide shows, demonstration and product capability booklets; compiling account and competitor analyses.
* Prepares mailers and brochures by formatting content and graphics; arranging printing and internet packages.
* Maintains marketing library by checking and replenishing inventory.
* Provides marketing tracking and research information by collecting, analyzing, and summarizing data and trends.
* Accomplishes marketing and organization mission by completing related results as needed.

***Supervisor (Jan. 2009-Dec 2010) Apo View Hotel, Davao, Philippines***

* Supervising staff in lobby section.
* In charge all the responsibilities in the lobby.
* Providing the satisfaction of booking and walk in Guest.
* Coordinate and supervise the activities of hotel service workers.
* Maintain effective communication between the different department managers and service workers.
* Generating revenue throughout the hotel.
* Promote a helpful and courteous atmosphere to guests and co-workers.
* Maintaining a certain appearance required by the hotel dress code, departmental procedures and policies.

***Hotel Receptionist (June 2008 – Dec. 2008) Apo View Hotel, Davao, Philippines***

* Provides quality Customer Service.
* Attend the calls for the hotel customers who are in need.
* Satisfy the requests that the guests make for their comfort and ease.
* Supply the reports to the house keeping or the management.
* Update oneself with the hotel pricing and other facilities while informing the incoming guests.
* Looks after the reservations as well as cancellations.
* Takes part at the team meetings.
* Conducts the information provided by the management team.
* Maintain the policies affixed by the company.
* Enhance the knowledge with the in-house training.
* Reporting of the security concerns and informs others in case of any trifles.

**EDUCATIONAL BACKGROUND**

Bachelor of Science in Hotel and Restaurant Management 31st march 2008 University of Mindanao Bolton St. Davao City Philippines

**PERSONAL INFORMATION**

Date of Birth: 21st April 1989 Nationality: Filipino Civil Status: Single Visa Status: Visit Visa Religion: Roman Catholic

REFERENCE: Available upon request