# **OBJECTIVE:**

* Seeking a project management position with leadership responsibilities including problem solving, planning, organizing and managing budgets.
* Customer care representative position where my customer relations experience can be fully utilized to improve customer satisfaction and enhance the company brand name.
* Obtain a position as a team-player in a people-oriented organization where I can maximize my customer-service experience in a challenging environment to achieve the corporate goals.

**SKILLS:**

* Microsoft Word, Excel, PowerPoint
* Good experience on customer-care related services, people motivation
* Well adjusted person with strong personality and well mannered
* Has the ability to work under pressure
* Very flexible and willing to explore and learn more
* Can work independently with minimum supervision, motivated, responsible, hardworking and organized
* Very good in multi-tasking and can deliver what is expected on or before the deadline
* Can deal with different levels of management

# **JOB EXPERIENCE:**

**CASHIER/WAITRESS**

GIANNIS TRATORIA ITALIAN RESTAURANT

Malaysia ( May 2015-Jan 2016)

* Welcoming customers with a warm smile.
* Take the customer’s order, pack foods items, make coffee and fill the beverage cups.
* Make reservation of customers.
* Appeal to impatient or irritated customers during rush hour.
* Interacting with customers and accepting the payment from them for the food and services provided.
* Responsible for calculations involving a lot of cash and in separating checks.

# **RECEPTIONIST/CASHIER**

# FIRE HOUSE TAVERN PTE. LTD.

Singapore 238863 (October 2014-April 2015)

* Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries.
* Maintains security by following procedures; monitoring logbook; issuing visitor badges.
* Maintains telecommunication system by following manufacturer's instructions for house phone and console operations.
* Manage the register, including all credit cards and cash operations.
* Ensure a balance of register at the end of the shift or working period.

# **SECRETARY/RECEPTIONIST**

Dimexsoft Business Consulting Inc.

Makati City (2005-2010)

* Attracts potential customers by answering product and service questions, suggesting information about other products and services.
* Opens customer accounts by recording account information.
* Maintains customer records by updating account information.
* Resolves product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment, following up to ensure resolution.

# **PERSONAL SECRETARY**

CSI City Mall

Philippines (2000-2003|)

* Organize work by reading and routing correspondence, collecting information, initiating telecommunications.
* Maintains department schedule by maintaining calendars for department personnel, arranging meetings, conferences, teleconferences, and travel.
* Completes requests by greeting customers, in person or in the telephone, answering or referring inquiries.
* Maintains customer confidence and protects operations by keeping information confidential.
* Prepares reports by collecting information.

**EDUCATIONAL ATTAINMENT:**

SY-2010 **GREENMONT SYSTEMS INTERNATIONAL INCORPORATED**

Massage Therapy

2009-2010 **NAZARETH SCHOOL OF PANGASINAN INCORPORATED**

Healthcare Services

2007-2009 **SYSTEM TECHNOLOGY INSTITUTE COLLEGE BAGUIO**

Information Technology - Undergraduate

# **PERSONAL INFORMATION:**

**Age:** 36Years Old

**Birthday:** 30th June 1979

**Height:**  5’4”

**Weight:** 56 kg

**Civil Status:** Single

**Citizen:** Filipino

**First Name of Application CV No:** **1670106**

Whatsapp Mobile: +971504753686

