**Job Objective**

To enter in a larger, broader field where I could gain more experience and contribute skills and knowledge of the company while pursuing new opportunities for the career challenges which place high priorities in customer and company satisfaction.

**Personal Information**

**Date of birth** : January 2, 1983

**Civil Status** : Single

**Gender** : Male

**Citizenship**  : Filipino

**Religion** : Roman Catholic

**Languages** :English; Proficient, written and verbal

Tagalog; Mother tongue

**VISA Status** : Tourist Visa (Expired April 25, 2016)

( Re-applying for new tourist visa )

**Other skills**

* Good interpersonal and telecommunication skills
* Public relations oriented specially in customer handling and services
* Excellent working attitude and self-motivated
* Resourceful, Hardworking and Responsible
* Flexible and able to work with minimum supervision and multi-tasking skills
* Quick learner and a team player
* Has initiative and accepts great responsibility towards work ability to do multi-tasking

**Working Experiences**

**Houston Mobile Phone & Accessories Sales Representative**

Global Village, Dubai, U.A.E

November 3, 2015 – Present

**Duties and Responsibilities**

* Services existing accounts, obtains orders, and establishes new accounts by planning and organizing daily work schedule to call on existing or potential sales outlets and other trade factors.
* Adjusts content of sales presentations by studying the type of sales outlet or trade factor.
* Focuses sales efforts by studying existing and potential volume of dealers.
* Submits orders by referring to price lists and product literature.
* Keeps management informed by submitting activity and results reports, such as daily call reports, weekly work plans, and monthly and annual territory analyses.
* Recommends changes in products, service, and policy by evaluating results and competitive developments.
* Resolves customer complaints by investigating problems; developing solutions; preparing reports; making recommendations to management.
* Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
* Provides historical records by maintaining records on area and customer sales.
* Contributes to team effort by accomplishing related results as needed.

**Happy Time Bakery Asst. Confectioner / Baker**

China Cluster, International City, Dubai, U.A.E

January, 2014 – October, 2015

**Duties and Responsibilities**

* + To ensure stock is controlled and rotated.
  + Accept and store deliveries.
  + To comply with the conditions of the food hygiene policies.
  + To be flexible and willing to help other departments at busy times if required.
  + To assist and monitor food stocks and stock movement.
  + Prepare the Bread/Rolls, bread displays
  + Prepare all Bakery items
  + Ensure daily mise-en-place is ready on time
  + Ensure proper handling of bakery oven thermostats, steam supply are in order
  + Attends to emergency requisitions
  + Works under the supervision and close guidance of Pastry Chef in Charge
  + Cleans and maintains work areas and equipment.

**Happy Time Coffee Shop Commis 1 (Chef)**

October 4, 2013 – December 2013

Union Station, Deirra, U.A.E

**Concepto Ads & Design Manager**

January 2012 – Aug. 1, 2013

Philippines

**Duties and Responsibilities**

* + In charge of promoting marketing and advertising a company's products.
  + They maintain close working relationships with all departments within a company as well as working intimately with the marketing department.
  + Monitor staff performance
  + Assign work duties of staff
  + Organize and manage business meetings
  + Preparations and analysis of reports
  + Receive, direct and relay telephone call
  + Establish good relation with staff

**OneBox, Inc. / Mail and More Customer Service Agent**

(Fed Ex and Air21 affiliated)

Nov. 2006- Jan. 15, 2012

Philippines

**Duties and Responsibilities**

* Handle customer queries and complaints efficiently
* Handle front end/ backend activities
* Demonstrate a high level of customer service at all time
* Report to Supervisor and may be roistered to any shift AM/PM answer phones and transfer to the appropriate staff member
* take and distribute accurate messages
* greet public and clients and direct them to the correct staff member
* coordinate messenger and courier service
* receive, sort and distribute incoming mail
* monitor incoming emails and answer or forward as required
* prepare outgoing mail for distribution
* fax, scan and copy documents
* maintain office filing and storage systems
* update and maintain databases such as mailing lists, contact lists and client information
* retrieve information when requested

**Waterfront Hotels & Casino House Detective**

Feb. 2005- Jan. 2006

Cebu City, Philippines

**Duties and Responsibilities**

* Patrols hotel or motel premises to maintain order, enforce regulations, and ensure observance of applicable laws
* Patrols lobbies, corridors and public rooms, confers with management, interviews guests and employees and interrogates persons to detect infringements investigate disturbances, complaints, thefts, vandalisms and accidents
* Patrols public areas to detect fires, unsafe conditions and missing or inoperative safety equipment
* Warns or ejects troublemakers, and cautions careless persons
* Obtains assistance for accident victims writes accident reports
* Notifies staff of presence of persons with questionable reputations
* Assists management enforcement officers in emergency situations
* May enter and check rooms of guests suspected of leaving without paying bill to confirm suspicions to seize any remaining personal property.

**Educational Attainment**

**College** : Cebu Normal University

Osmeña Blvd., Cebu City

**Degree Earned** : Bachelor of Science major in General Science

(S. Y. 1999-2003)

**Vocational** **course** : Fil- Canadian Training and Development Center

For Caregivers

G/ F Oftana Bldg., Osmeña Blvd.,

Cebu City

(September 10, 2007- March 26, 2008)

**Degree Earned** : Caregiver

**High School** : Cebu State College of Science and Technology-

College of Agriculture (CSCST- CA)

(S. Y. 1998-1999)

**Elementary** : Lahug Elementary School

Lahug Cebu City

(S. Y. 1994-1995)

**Seminars Attained**

* + Gracious Customer Care Seminar (GCC)
  + First Aid & Basic Life Support Training
  + Damage Package Reduction Program
  + International Courier Course
  + Domestic Courier Course
  + Basic Documentation Requirement
  + Customer are Really Everything Program
  + A Product Technology Update Seminar
  + Basic Life Support Seminar
  + Basic Fire Fighting Seminar
  + Walk through and Earthquake Drill Seminar
  + Joint Commission International Seminar ( JCI )
  + Body Mechanics Seminar

I, the undersigned, certify that to the best of my knowledge and belief, that the information stated in my résumé are true and correctly describe myself, my qualification and my experiences.

**First Name of Application CV No 1680930**

Whatsapp Mobile: +971504753686



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