**OBJECTIVE:**

A position that will effectively utilize acquired expertise, creative talents and commitment to excellence. Desires a position with career growth potential wherein I can subsidize on company’s success according to the highest standard of dedication and professionalism.

**APTITUDE:**

* Well versed in English language.
* Satisfactory level of communication skills.
* Literate in Microsoft offices such as MS Word, MS Excel and other MS offices.
* Great computer proficiency.
* Effective leadership and organizational skills.

**WORK EXPERIENCE:**

**Debt Collection – Al Noor Claims Recovery UAE**

**Admin Head/HR Associate/Document Controller (March 2014 – June 2016)**

* Completes special projects by organizing and coordinating information and requirements; planning, arranging, and meeting schedules; monitoring results.
* Prepares a basic asset, liability, and capital account reports by compiling and analyzing account information.
* Documents financial transactions by entering account information.
* Summarizes current financial status by collecting information; preparing a company’s preferred balance sheet, profit and loss statement, and other reports.
* Guides accounting clerical staff by coordinating activities and answering questions.
* Responsible for organizing and safe keeping company’s confidential files and documents.
* Purchases materials and forms by obtaining requirements, negotiating price, quality and delivery; approving invoices.
* An authorized person from the company’s bank account to request, collect, and process company’s confidential documents and transactions.
* Safekeeping and organizing company’s confidential files and cases as well as the employee’s personal file.
* Keeps and organizing records of all the company’s transaction.
* Budgeting and planning company’s fund for purchasing necessities of the office.
* Direct reporting to the company’s executives for forecasting and updating of company’s everyday position.

**Foods Corporation International**

Jollibee Foods Corporation or Jollibee Worldwide Services is a Philippine multinational chain of fast food restaurants, the country's answer to McDonald's in the fast food business. Jollibee was operating 2,040 stores in the Philippines and more than 200 stores worldwide.

**Manager/Head Marketing Manager (November 2012 – December 2013)**

* Ensures the highest Food, Service and Cleanliness Quality standards.
* Leads staff during shift to achieve the highest level of customer service in the aspect of food, service and cleanliness.
* Ensures implementation of operational systems and procedures such as cash and security control, kitchen management, crisis management, customer service, etc
* Ensures accuracy of month-end inventory conducted in the store.
* Monitors and sees to it that the corporate trademarks (signboards, streamers, and uniforms) are standard and well maintained.
* Assists in the proper training of all new employees ensuring their awareness and compliance to company standards, policies, rules and regulations and work procedures.
* Achieves quality of service depending on shift assignment.
* Supervises opening and closing procedures.
* Responsible for efficient completion of all assigned shift administrative duties.

**T-Mobile – NCO Philippines (US-Based Company)**

**Customer Service Representative**

* 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.
* Maintains financial accounts by processing customer adjustments.
* Recommends potential products or services to management by collecting customer information and analyzing customer needs.
* Prepares product or service reports by collecting and analyzing customer information.
* Contributes to team effort by accomplishing related results as needed.

**Sofitel Philippine Plaza**

**Human Resources Associate**

* Recruiting , training and developing staff.
* Organizing salaries payment.
* Pensions and benefits administration.
* Looking after the health, safety and welfare of all employees.
* Negotiating salaries, contracts, working conditions or redundancy packages with staff/representative.

**EDUCATIONAL ATTAINMENT:**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Attainment** | **Institution** | **School Year** |
| **Collegiate Education** | Bachelor of Science in  International Hospitality  Management | **University**  **of Perpetual Help Manila, Philippines** | June 2008  – March 2012 |
| **Secondary Education** | High School Diploma | **The National**  **Teachers College**  **Manila, Philippines** | June 2004-  March 2007 |
| **Primary**  **Education** | Elementary School Diploma | **P. Guevarra**  **Elementary School**  **Manila, Philippines** | June 1998-  March 2004 |

**TRAININGS:**

* **Human Resources – Accor Hotels (Sofitel, Pullman, M Gallery, Grand Mercure, Novotel)**

Sofitel Philippine Plaza (Human Resources Department)

CCP Complex, Roxas Blvd. Pasay City Philippines

* **Jollibee: Basic Operations Training Program, Management Training (Phase 1-6)**

Jollibee Worlwide Services (Main Office)

Jollibee Center Bldg., San Miguel Ave., Ortigas Pasig City Philippines

* **Management and Hospitality Trainings.**

**RECOGNITIONS:**

* **Special award for Human Resources (Sofitel Philippine Plaza)**

49th Commencement Exercises, Perpetual Help College of Manila

CCP Complex – April 13, 2012

* **Editor-in-Chief: The Perpetualite (Official school newspaper)**

News writer, Editorial page writer, Feature article writer, Cartooning artist

University of Perpetual Help.

**PERSONAL INFORMATION:**

**Birth date: January 30, 1992**

**Age: 24 y/o**

**Gender: Male**

**Civil Status: Single**

**Visa Status: End of Employment Contract**

**First Name of Application CV No:** **1702548**

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