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| **Effective communication skills;** adept in Public and Customer Relations, Negotiations, Damage and Conflict Control, and Liaison  **Resourceful and well-organized;** skilled in activity planning, task management and project follow through  **Keen sense of responsibility;** solid professional standards, excellent track record of dependability  **Personnel Supervision;** motivate professionals and encourage coordinated efforts based on project assignments, milestones, and goals  **Communications;** motivate team members to achieve goals, resolve interpersonal conflicts, create positive learning environment. Proven effective written and verbal skills articulated in both business and technical environments including ability to address large groups  **Problem solver;** respond rapidly and appropriately to changing circumstances. Evaluate problems, make astute decisions to effect positive change, and refocus on new priorities  **EDUCATION**   * **Bachelor of Science in Information Technology**   City College of Calamba  2010    **EXTRA CURRICULAR ACTIVITIES**   Supreme Student CouncilCity College of CalambaP.R.O. (BSIT)OfficerInformation Technology SocietyAcademic Committee Officer  **CERTIFICATES**   * **Certificate of Appreciation** (Providing High Standard of Customer Service) Dubai International Airport | *Actively seeking a position with*  *an organization in need of a professional with proven business management skills, multitasking abilities, and drive to exceed corporate objectives*  ***Accomplished and focused professional*** with demonstrated success in developing and optimizing business efficiency. Adept in providing excellent customer service while focusing high pay-off improvements that maximize immediate bottom-line results. Able to handle multiple projects and meet deadlines under pressure. Self-motivated and able to work independently or in a team. Excellent interpersonal skills, able to communicate and collaborate effectively with co-workers at all levels. Bilingual and literate in English and Tagalog languages.   |  |  |  | | --- | --- | --- | |  | **Key Qualifications** |  |  |  |  | | --- | --- | | Client and Public Relations | Team Building and Leadership | | Staff and Team Management | Completed Customer Service Training in Dubai International Airport | | Training and Development | Managing skills: Influencing, leading, negotiating, and delegating abilities | | Technical skill: MS Office –XP, Photoshop Etc. Internet & E-Mail | Top planning and organizational skills |  |  |  |  | | --- | --- | --- | |  | **Professional Experience** |  |   **Station Agent**   |  |  | | --- | --- | | Dubai Metro RTA, Serco Unlimited  Dubai, UAE | September 2015 – Present |  * Supervises and coordinates activities of workers engaged in selling tickets and checking baggage at railroad station not served by STATION MANAGER: Assigns shift schedules to workers to ensure adequate service to patrons. * Sells tickets to patrons. * Inspects buildings to detect maintenance needs. * Verifies records of daily ticket sales and cash receipts. * May train new employees. * May supervise and coordinate activities of workers engaged in maintaining buildings and grounds of railroad station.   May perform duties of EXPRESS CLERK  **Customer Service Associate**   |  |  | | --- | --- | | Dubai International Airport (Terminal Operations)  Dubai, UAE | Dec 2012 – September 2015 |  * Attends briefing sessions, conducted by superior’s inline to maintain high standard requirement at all times and carry out handover procedures in line with agreed standards of performance. Suggests improvements to levels of service and systems of work to improve the quality of service to all customers and submit detailed performance report to the manager * Coordinate with airlines, DNATA and other concerns in connection to extend assistance to obtain transit visa or/and too solve customer’s problems if any * Coordinates with hotels representative in terms to provide assistance related with their guests’ arrival/departure and feed the information into the system * Ensures that, we receive no valid complaints from a Emirates or other airline customer about the quality of services * Maintains Emirate and other airline’s professional image by adhering to all applicable corporate grooming guidelines. * Deals professionally with my peers and manager * Adheres to all operational procedures (SOP) with regards to travel, immigration and safety regulations * Identifies and meets the standard and special service requirements of the passengers at check-in, transfer desk, special services and boarding gates by adhering to the set service standards and procedures so that the passengers are handled in a friendly and efficient manner   **Accomplishment: Received a CERTIFICATE OF APPRECIATION from the Head of Terminal Operations on October 2013 for improving an excellent customer service experience.**  **Telesales Professional**   |  |  | | --- | --- | | Bluelogic Solutions Inc. Muntinlupa City, Philippines | July 2012 – August 2012 |  * Generated and qualified leads through cold calling * Managed leads by tracking and following up on them * Closed sales and met monthly sales goals in accordance with development plan * Worked with Affiliate Sales to cross generate leads * Produced activity reports * Worked with Affiliate Sales to cross generate leads   **Data Technician (Conversion)**   |  |  | | --- | --- | | Spi Global  Paranaque City, Philippines | November 2011 – December 2011 |  * Performed data entry using word processing, spreadsheet or database commands and formats material as required. Prepared graphic exhibits using software for presentations and agendas * Entered, revised and/or combined materials such as research samples, numerical data, laboratory record logs and preformatted data retrieval information * Performed routine maintenance tasks related to hardware/software or files technical assistance requests as necessary * Reviewed discrepancies in data received, requests clarification or advises supervisor of issues related to data and performed data verification routines in accordance with company procedures   **Proofreader**   |  |  | | --- | --- | | Asec Asia Inc. muntinlupa city, Philippines | November 2010 – July 2011 |  * Read typescript or proof of type setup to detect and mark for correction any grammatical, typographical, or compositional errors, by either of following methods: Placed proof and copied side by side on reading board * Read proof against copy, marking by standardized code, errors that appear in proof * Returned marked proof for correction and later checks corrected proof against copy * Read and corrects proof while COPY HOLDER reads aloud from original copy or reads proof aloud to COPY HOLDER who calls out discrepancies between proof and copy   **Quality Control Agent**   |  |  | | --- | --- | | Scope Works Asia Inc.  Laguna, Philippines | March 2010 – September 2010 |  * Developed Project QC Plans * Managed and coordinating the three phases of control and documentation * Resolved comments on subcontractor Quality Control Plans * Ensured that inspection reports are received in timely manner and are reviewed for compliance to scope of inspection and forwarded to all concerned * Reported on quality issues to Project Manager and Program Manager in a timely manner, including regular updates for reporting requirements |