**HEZEL GALLANO ESCOBIDO**

**OBJECTIVE STATEMENTS**

Obtain a position where I can utilize and maximize my management skills, quality assurance, program development and training experience. Be part of a well established organization with stable environment that will lead to a professional and personal growth.

**WORK EXPERIENCE**

**Dubai United Arab Emirates**

**Position: Digital Operations Analyst**

**Date Started: 24 March 2015 up to present**

**Duties and Responsibilities:** Handles any queries of every customer through digital channels of the organization (Facebook, WhatsApp, Mobile Application and QwikCash Services). Financial Analyst for the quick fund transfer offered by the company. Maintains quality service by establishing and enforcing organizational standards. Prepares reports by collecting, analyzing, and summarizing information. Maintains professional and technical knowledge. Contributes to team effort by accomplishing related results as needed.

* **DDF Dubai Duty Free**

**(Airport Retailer of Dubai)**

**Dubai United Arab Emirates**

**Position: Sales Assistant (Back Office Support-Admin Assistant)**

**Date Started: 9-January 2013 until 28-February 2015 (Resigned Status)**

**Duties and Responsibilities:** Act as a Shift Secretary in the absence of the Duty Manager’s Secretary who’s assisting the Duty Manager on duty as well as the Shopfloor staff. Accomplishing a day to day Duty Manager’s Report, Filling documents to each staff’s files, Distributing an Email for every Supervisor on duty and communicating Duty Manager’s instructions to his subordinates.

As a Sales Assistant it is my duty to render an exceptional customer service. Obeying the company rules and regulations and maintaining the company’s standards.

* **ENOC Emirates National Oil Company**

**(PRONTO Italian Bakery cum Coffee Shop)**

**Dubai, United Arab Emirates**

**Position: Branch Supervisor**

**Date Started: 11-June, 2008 Up to 16-February 2012**

**Duties and Responsibilities:** Handling the Branch Operation and Staff Management, Rendering Customer services and implementing the company’s international standards.

**Customer Service** Leading by example, ongoing training support and should ensure that outstanding customer service is maintained at all times by all staff in each facet of the site operation. Dealing with all customer complaints in a professional, courteous, and timely manner and informing the Field Supervisor of any serious or ongoing complaints.

**Site Management Responsible** for smooth operation of the site during the assigned shift and for closing the shift with reports as required.

 **Administrative Responsibilities** Compiling of the daily site product report required for the shift. Preparing and placing stock orders and supervising their receipt. Develop and maintain stock loss reports and action plans were required to address any anomalies. Maintaining all necessary product movement reports (transfers, credits) as required. Maintain store correspondence/communications book. Develop and maintain staff rosters, time sheets and personnel records required.

* **Be\_connected Internet Café owned by the Mother Unit Corp.**

Position: Receptionist/Cashier Associate

Duties and Responsibilities: Handling documents and cash transaction of the store operations, assisting the customers with regards to computer usage/services DVD/VCD/CD Burning, Scanning, Image editing, Typing job and Layout printing.

* **Watson’s Personal Care Store Phil owned by the Foreign Company affiliate of SM Department Store.**

Position: Clerk/Store Time Keeper

Duties and Responsibilities: Documenting /Filling of the Time Management forms such as the O.T. forms, Attendance Log sheet and Change of Schedule form. Rendering customer services on the selling/store area.

**EDUCATIONAL BACKGROUND**

**Tertiary** **Adamson University**

Dean’s Lister/Academic Scholar of the University

Bachelor of Science in Nursing

Philippines

\*\*\*Additional Studied

1 year -Basic Computer Training Program

**Secondary** **Pedro E. Diaz High School**

 Philippines

**Primary** **Buli Elementary School**

 Philippines

**TRAINING/SEMINAR ATTENTED**

* HACCP Person In-Charge Training Level 3 October 2011
* ISO 18001:2007 OHSAS Occupational Health And Safety Assessment Series October 2011
* ISO 14001:2004 EMS Environment Management System July 2011
* Basic Arabic Language Training May 2011
* ISO 9001:2008 QMS Quality Management System Feb 2011
* Managing Customer Service Training April 2010
* Fire Fighting Training Program March 2010
* International Institute of Coffee and Barista July 2008
* Basic Food Hygiene Training September 2008
* Lecture Seminar on Avian Flu: Pandemic Treat January 2006
* Nursing History and Nursing Fashion October 2005
* Basic Computer Program Training 2003-2004
* Career Training Orientation Flour Daniel Corp. November 2003
* Drug Abuse Resistance Education Training November 1999

**PERSONAL DATA**

Birth Date : July 13, 1987

Birth Place : Philippines

Gender : Female

Height : 5’2’’

Weight : 120 lbs

Civil Status : Married

Citizenship : Filipino

**Job Seeker First Name / CV No: 1798128**

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