

**JULIE**

**JULIE.316378@2freemail.com**

| **Availability: Immediately** |

**Desired Position:** Customer Service Representative, Administrative Staff

**OBJECTIVE:** To enhance my creativity and motivated personality to further an innovative company andcreate a lasting relationship that will expand both my skills and the company's.

**WORK EXPERIENCE**

* **CUSTOMER SERVICE REPRESENTATIVE (Finished Contract)**

Ginny’s fresh plus Media city, DUBAI

**Nature of work:**

* Ensuring that all phones are answered within three rings.
* Greeting all clients in a professional manner with a smile and offering tea or coffee as applicable.
* Taking messages for clients as they require: straight onto their phones, via voicemail or written.
* Ensuring all records are updated when necessary and that new info is updated as soon as details of a new VO or Office client are received.
* Ensuring reception is aware of clients’ movements for each day and any instructions throughout the day are communicated to other team members.
* Ensuring any complaints or compliments are keyed in system or passed to the Centre Manager or General Manager.
* Ensuring all clients receive an exceptional standard of service at all times.
* Ensuring reception is kept tidy at all times and that all lists and forms are kept in an order that can easily be followed by other team members.
* Helping out in any other area of the business centre and covering on all other receptions as and when required.
* Encoding invoices.
* Managing, Ordering and purchasing stocks as required from the manager.
	+ **SALES CLERK (October – February 2014)**

Super Value *INC*, Novaliches Quezon City, Philippines

**Nature of work:**

* + Sets up advertising displays or arrange merchandise on counter tables to promote sales.
	+ Stamps, marks or tags price on merchandise.
	+ Be involve in stock control and management
	+ Greeting customers who enter the shop
	+ Assisting shoppers to find the goods and products they are looking for.
	+ Wraps or bags merchandise for customers.
	+ Asking queries from customers.
	+ Reporting discrepancies and problems to the supervisor.
	+ Stocking and Cleaning shelves, counter and tables.
	+ Calculates sales discount to determine price.
* **BARISTA (March – August 2011)**

Gloria Jean’s Coffees, at Robinsons Galleria, Pasig City. Philippines

**Nature of work:**

* Prepares hot and cold beverages, such as coffee, espresso drinks, blended coffees and teas.
* Cleans and sanitizes work areas.
* Cleans service and seating areas.
* Checks temperature of freezers, refrigerators and heating equipment.
* Describes menu item to customer.
* Orders, receives or stock supplies and retail products.

 **Trainee at Gloria Jean’s Coffees**

*Successfully completed 700 hours of On-The-Job Training as* ***“ BARISTA”*** *from January to March*

*2011 at Gloria Jean’s Coffees, Robinsons Galleria/ Pasig city branch.*

**SEMINARS AND TRAININGS ATTENDED**

 **SOLAS – BASIC SAFETY COURSE WITH PSSR**

Successfully completed the course from November 25 2013 to December 2 2013 that includes:

1. Personal Survival techniques (PST)
2. Fire Prevention and Firefighting (FPFF)
3. Elementary First Aid (EFA)
4. Personal Safety and Social Responsibility

March 24-25, 2008 **Resort Familiarization Program**

Villa Escudero Plantation and Resort

April 2-3, 2009 **The Tour and Learn Program**

Hotel Vida, Pampanga

January 23, 2010 **Bar Tour Exposure Program**

T. G. I. Fridays – Tomas Morato

Gloria Jean’s Coffee – Robinson Galleria

March 28-29, 2010 **Resort Tour Exposure Program**

Grande Island Resort, Subic

**SPECIAL SKILLS**

* Well knowledgeable on computer soft wares such as, Microsoft word, Microsoft excel, Power point, etc.
* Superb communication and customer services skills
* Ability to work unsupervised
* Telephone skills, documentation skills, dependability, attention to detail
* Good in verbal and written communication
* Easy to adapt to changes in environment, ability to work under pressure

**EDUCATIONAL BACKGROUND**

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| --- | --- |
| 2016 | Human Resources and Administrative |
|  | Filipino Institute |
|  | Dubai, UAE |
| 2007 – 2011 | Bachelor of Science in Hotel and Restaurant Management |
|  | Our Lady of Fatima University |
|  | Lagro, Quezon City |
|  |
| **PERSONAL BACKGROUND** |
| Age | 24 Years old |
| Gender | Female |
| Civil Status | Single |

Personality: Cheerful, Eager to learn new things, Industrious, Patient, Obedient, Resourceful and cost-conscious,