MA. ROSALINDA 

**Now you can directly to** [**Monster**](http://www.monster.com/)**using Word 2007!**

1. [Install Monster’s Easy Submit](http://www.monster.com/MonsterResumeEasySubmit/Install/) add-in by clicking the “Install” icon on the menu ribbon.
2. Once installation is complete, **restart Word.**
3. Click on the “Upload” icon to upload your resume to Monster.

For any issues or questions, please visit the[Easy Submit installation support page](http://r.office.microsoft.com/r/rlidEasySubmitHelp?clid=en-US).

**To close this reminder, clthe border and then press DELETE.**

ROSALINDA.329189@2freemail.com

CAREER OBJECTIVE

 To develop career opportunities within a professional organization that will utilize my extensive knowledge and skills whilst offering scope for continued development and acquisition of new skills.

**PROFESSIONAL QUALIFICATION**

* Graduated with the Degree of Bachelor of Science in Tourism/Lyceum Of The Philippines, Manila/March 2003

TRAINING COURSES AND SEMINARS

* Sept 12-Oct 11, 2008 JSAT/Bacoor, Cavite Finishing Course for Call Center Agents
* Mar-Apr. 2, 2007 JSAT/Bacoor, Cavite Computer Software Application
* Aug. 22-27, 2005 Prime Power Services/Makati City Basic F&B Service Skills
* July 15-Aug. 5, 2004 Soul Food/Makati City Receptionist/Food Attendant
* June 9-26, 2004 Sunette Tower/Makati City Room Attendant
* Aug. 18-27, 2003 TMTCP/T.M. Kalaw, Manila Basic Safety Training W/P.S.S.R
* Aug. 1-14, 2003 C.S.M. Training Ctr/Ermita, Manila Shipping Steward

PROFESSIONAL EXPERIENCE

* ***May 17, 2014-Upto present*** **Southern Franchise Co. LLC/Dubai, UAE Waitress/Cashier**

 -Responsible to greet, sit, take orders, serve food and assist customers for their dining needs

 -Maintaining excellent customer service satisfaction by providing good quality of food /service

-Handles POS system to take order over the counter and take customer’s payment using cash or credit card and making cash report after store closing time

 -Maintaining store cleanliness and all prepared before and after serving the customers

* ***Dec. 17, 2012-May 15, 2014* Teletech/Ecoplaza Bldg. Makati City, Phils. Cust. Support Specialist**

- Assisting customers regarding their billing enquiry, reconnection and details on their account

-Selling and adding or creating new service for mobile and internet account

-Assisting customer over the phone for stock availability in the Telstra shop

-Transferring customer’s connection account from old address to new address

-Providing solution to customers need according to client’s processes

* ***July 30, 2012-Oct. 11, 2012* VXI Philippines/Makati City, Phils. Cust. Service Rep.**

- Provides customer assistance for inbound calls for Western Union prepaid account

-Selling prepaid card over the phone for Western Union customers

-Responsible for creating new account for new customers

* ***Oct. 20, 2008-April 5, 2012* Genpact LLC./Muntinlupa City, Phils. Process Associate**

- Handles outbound and inbound collection processes for car loans account using Semperian System

-Responsible for collecting account with due dates over 31 days to 45 days past due

-Manage high sales for new customers applying for loan

-Make sure account that are past due will be current when calling customers

SKILLS AND STRENGTHS

* Knowledgeable in Computer Software Application / Microsoft Word, Excel and PowerPoint
* Outstanding Performance in Food and Beverage Service and Customer Service
* Teachable, Fast learner, Enthusiastic and Pleasing personality, Ability to adapt in different working environment , Confident, Hard working, Responsible and Reliable
* Fluent in speaking and writing in English and Filipino language. Intermediate course studied in Japanese and Spanish language

**AREA OF INTEREST**

* F&B Service
* Call Center/CSR
* Travel and Tourism
* Cruise ship/Cabin Stewardess

**DECLARATION**

 I hereby declare that the information given in this document is true and correct to best of my knowledge.