

**Reynaldo Capanas Gomez Jr. – CV No. 1996236**

**ABOUT ME**

A keen young professional with positive outlook in life. My charismatic professional career and attitude gives me a lot of experiences and opportunities in the customer service and corporate world.

I have major contribution in liaising with **customer service** **field and to HR and Administrative works.**

**CAREER HIGHLIGHTS**

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| **HR & ADMIN Assistant/front office** |  |  |
| **Officer** | 2015 – up |  |
|  | to present |  |
| Dubai, United Arab Emirates |  |  |
| **Front Office Receptionist** |  |  |
| Dubai International Hotel | 2014 – 2015 |  |
| Dubai, United Arab Emirates |  |  |
|  |  |  |
| **Customer Service Associate** | Aug 2014 – |  |
| Wells Fargo Bank, EGS Philippines | Nov 2014 |  |
|  |  |  |
| **Customer Service Representative** | 2012 - 2014 |  |
| Convergys Corp, Philippines |  |
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**CAREER OBJECTIVE**

**To pursue a highly rewarding career, seeking for a job in challenging and healthy work environment where I can utilize my skills and knowledge efficiently for organizational growth.**

**PROFESSIONAL EXPERIENCE**

* **HR & ADMIN Assistant/ FRONT OFFICE OFFICER**

***Food Processing Exporter/ World’s largest Sugar Refinery***

**Ocotber 2015 – Up to present**

Food Processing Exporter company from United Arab Emirates and under JamalAlghurair Group of Companies.

*Contributions:*

* Providing excellent customer service to all guests and employees.
* Applying Employment Visa and residency permit.
* Setting appointment for medical of employees.
* Creating Employment contracts and Amendments of employees.
* In-charge of filing and documenting all employees files (e.i. Passport, visa, id’s etc).
* Assisting and welcoming all the guest and give an excellent customer service since I'll be the front liner of the company as the Front Office Officer.
* In charge with the Local Purhcase orders, documentation and requesting for supplies.
* Ensuring that Cheques are safe, filed and properly released to the correct vendor.
* Scheduling, arranging and reserving of rooms for all the meetings.
* Answering phone and email queries.
* Updating information of employees on the system.
* Coordinator in all events for the company.
* Generated shipping documentation, including AWB (airway bill).
* **FRONT OFFICE RECEPTIONIST Dubai International Hotel Hospitality Management Industry November 2014- September 2015**

***Dubai International Hotel*** *is a Luxury 5 start airport hotel located in terminal 1 and 3 of Dubai International Airport.**Contributions:*

* + Providing the highest level of service possible in an efficient, courteous and professional manner.
	+ Front liner of the hotel and company.
	+ Handling Telephone Booking and Email booking/reservations.
	+ Performs other duties as assigned to meet business need.
	+ In-charge with the cash and credit/debit card payments and generating daily shift reports.
	+ Handle First Class and Business Class Passenger of Emirates for them to assist in professional and timely manner as they usually short time of transit in Dubai International Airport.
	+ Attentive listener and ability to find positive resolutions to questions that may appear to be unanswerable and the demands of guest.
* **CUSTOMER CARE REPRESENTATIVE Wells Fargo Bank EGS Philippines**

***Bank, Finance and retailing Services***

**August 2014 – November 2014**



**Wells Fargo bank** is a leading bank in USA which is a provider of banking, mortgage, investing, credit card,insurance, and consumer and commercial financial services.

*Contributions:*

* + Always handle each customer with a friendly, courteous touch while following strict procedures for handling various types of inquiries.
	+ Assisting and guiding customers in opening an account and applying card and services.
	+ Responds to, researches and resolves escalated inquiries and complaints requiring special handling from Wells Fargo customers regarding disputed transactions.
	+ Update account related to credit card payments
	+ Resolving and working through escalated and complex customer issues.
* **CUSTOMER SERVICE CARE REPRESENTATIVE TIER 2 PAYPAL- PHONE AND EMAIL SPECIALIST Convergys Corp, Manila Philippines**

**Business Outsource Company/World’s leading Payment Processor Online**

**August 2012 - August 2014**



**PayPal** is the faster, safer way to send money, make an online payment, receive money or set up a merchantaccount. **Convergys** Corporation is a corporation based in Cincinnati, Ohio, that sells customer management and information management products, primarily to large corporations.

*Contributions:*

* Answer incoming calls and make outbound calls
* Demonstrate a high level of professionalism and strong customer service orientation
* Performs all procedures accurately, including following documented call flows, work processes, data entry requirements and complaint management processes.
* Provides high level of professional and competent customer service and able to communicate effectively with customers.
* Answer emails and responds to customer’s queries
* Adhere to and demonstrate Quality Monitoring guidelines
* Update email management database with details on each customer call in accordance with client procedures.
* Identifies customer requirements and ensures they are answered or routed through the appropriate support area.

**EDUCATION ATTAINMENT**

**Bachelor of Science in Nursing Nursing Health & Care**

Centro Escolar University 2008 – 2012

**ACHIEVEMENTS:**

* Registered Nurse year 2012
* Graduated as **Class Valedictorian** batch 2008
* Graduated as **1st Honorable mention** batch 2004

**PERSONAL INFORMATION**

Birth Date: April 13, 1992

Height: 5’8”

Age: 24yo

Civil Status: Single

Religion: Roman Catholic

Visa Status: Employment

“I hereby declared that the above mentioned information is correct to the best of my knowledge. “

**Reynaldo Capanas Gomez Jr.**

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| **Reynaldo Capanas Gomez Jr. – CV No. 1996236**To interview this candidate, please send your company name, vacancy and salary offered details along with this or other CV Reference Numbers that you may have short listed from <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php> addressing to HR Consultant on cvcontacts@gulfjobseekers.comWe will contact the candidates to ensure their availability for your vacancy and send you our service HR Consulting Fees quotation for your approval. Whatsapp +971504753686\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |