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**Ferdinand**

[**Ferdinand.333104@2freemail.com**](mailto:Ferdinand.333104@2freemail.com)

# OBJECTIVE:

# To work in a competitive environment and give client a better experience with each

# transaction. To wake up every day looking forward to learn new things and enhance new skills that always meets and exceeds company’s and clients' expectations.

# SUMMARY OF QUALIFICATIONS:

* **15 years** of experience in teaching swimming
* 10 years of experience in managing swimming programs as a ***Head Coach/Proprietor***, supervising and handling team members, clients and other associates. **Red Cross Philippines** licensed **lifeguard**
* 5 years as ***swimming instructor/master instructor*** under LOZADA swimming school
* Highly trainable
* Worked for more than two years at a construction firm as ***Operations manager***, part of my responsibilities was to facilitate the mobilization of construction projects up to completion from civil to architectural infrastructures
* ***Managed Restaurant/Bar*** A decent size establishment with a total of 16 tables. Have strong interpersonal and customer relation skills a team player and effective leader.
* ***Worked at a Business Processing Outsourcing*** (**BPO**)Industry for more thanfour years
  + 30 months in Customer Service and 10 months in Technical Support and 10 months as a consultant email support
* An organized and detail-oriented leader, able to prioritize and delegate tasks effectively to ensure timely project completion within a team environment
* Experienced working under minimal supervision, trustworthy, hardworking and can work under pressure
* Good English Communication Skills
* Versatile in Shifting Schedule
* Knowledgeable in Basic Microsoft Office Tools (Word and PowerPoint)

**PROFESSIONAL EXPERIENCE:**

**SGGS KONSTRUK, B79 L49 Deca Homes BellavistaSubd, Santiago Gen Trias, Cavite City Philippines**

*Operations Manager/Project Coordinator*

July 2014 – November 2016

* Facilitate and mobilization of the construction project
* Supervised and handled employee’s from Foreman to Laborer
* Handles logistics from permits to construction materials
* Give directives to employees and coordinates with project engineers and subcontractors

**Rock Glass Café**, Addas Molino Boulevard, Bacoor, Cavite City, Philippines

*Manager/Proprietor*

August 2014 – November 2015

* Facilitated the whole operations and plans the activities of a restaurant/bar

**Self–Employed, Tacloban, Leyte**

*Head Coach/Proprietor*

2005 - November 2016

* Managed a guaranteed swimming program.

Courses Offered;   
-Water Safety/Dog paddle   
-Beginners/Basic Freestyle   
-Advanced Stokes and Competitive

* Increased program sales and always on the look for sales improvement
* Handled students age range from 3 to 65 years old
* Conduct try-outs for children ages 2 months to 2 years old
* Coordinated with clients to ensure adherence to schedules and quality of the program
* Stabilized a good professional relationship between team members and clients
* Held classes for special and gifted children and persons with disability

**Lozada Swimming School, National Capital Region (Multiple Sites)**

*Training Supervisor and Master Instructor*

2000 - 2005

* Conducted and supervised training courses for upcoming Lozada instructors
* Built confidence and supported both colleagues and young athletes
* Attended and completed a swimming program at Baguio Country Club without supervisions from Coach and Executives
* Developed sales territory & built strong client relationship within a highly competitive environment
* Handled classes for special and gifted children and persons with disability
* Completed reports and provided support to team members

**PARAGON ICC., RCBC Plaza, Makati City, Philippines**

*Customer Service Representative/Account Consultant*

June 2012 – April 2013

# Assists and advised customers regarding their online account queries and problems

**Harte Hanks Inc., Market! Market! Bonifacio Global City, Taguig**

*Technical Support Representative*

June 2011 - April 2012

* Give assistance and technical supports to clients of Samsung Blu-Ray DVD and components

**Sutherland Global Services, PCC, Taguig City**

*Customers Service Representative*

January 2011-May 2011 (eBay-UK)

* Assists members on how to set up their online auction account, in placing their online bid and order, warranty and insurances.

June 2009-January 2011 (eBags-NA)

* Help and assists customers in their online account setup, advised members on how they will achieve a hustle free online transaction.
* Support customers for product inquiry, order placement, returns, credits and warranty claims

October 2008-June 2009 (H&R Block-NA)

* Support and assists customers regarding extension of credits/loans from their income tax returns
* Attended to customers concern from balance inquiry up to waiving of fees

**OTHER EXPERIENCE:**

**Wendy’s Food Corp. and Burger King Int.**

*Service Crew* (6 Months Contract each)

* Provided service to a satisfaction level of the consumers
* Worked under any circumstances with high level of pressures that meets client’s and customers satisfaction

# EDUCATION &TRAINING:

**Mechanical Engineering** (Undergraduate)

**Seafarers Rating Course - ENGINE** (Graduate)

*Technological Institute of the Philippines*

**Leadership Training Program**

**Mechanical Production Engineering Technology** (Graduate)

## *Technological University of the Philippines*

**First Aid Training, Basic Life Support, Basic Water Safety** (Lifeguard)

*Philippines National Red Cross*

**AutoCad** and **Fusion**

Microcadd Philippines**, THE AUTODESK,** Authorized Training Center (ATC)

**Certificate Number:**

**Character Reference:** Available upon request