

**ARJAY**

C/o : +971501685421 / arjay.339879@2freemail.com

**CAREER OBJECTIVE**

.0 To make an optimum use of my skills and acquired knowledge in a reputable airline company or any customer related job that will offer me a chance to grow more and enhance my career opportunities where I can make significant contribution to the success of the organization.

.1 To utilize my technical skills and my ability to solve crises at a moment’s notice. I hope to contribute effectively to the company’s productivity through my hard work and desire to learn.

**SKILLS**

.2 Good written and oral communication skills in both English and Filipino.

.3 Proficient on the use of MS Office Applications; Word, Excel, and PowerPoint.

.4 Willing to work on flexible schedules, holidays and inclement weather

.5 Extremely productive in a high volume, high stress environment.

.6 Fast learner and can do work with minimum supervision.

**PROFESSIONAL EXPERIENCE**

**PHILIPPINE AIRLINES / PALEXPRESS**

**(March2014 - December 2016)**

Ninoy Aquino International Airport Terminal 3 Pasay City, Philippines

**CUSTOMER SERVICE AGENT**( Philippine Airlines / Palexpress )

.7 Dealing with passenger’s inquiries concerning flight departures and arrivals as well as their complaints.

 .8 Ensuring customers’ satisfaction, safety and security throughout their departure and arrival processes

.9 Providing exemplary check-in assistance and ensuring proper handling of passenger’s luggage while verifying the documents needed for their flight/s.

 .10 Providing support to passengers who require special assistance.

 .11 Providing MAAS (Meet and Assist) service to VIP passengers.

.12 Keeping passengers informed through making public announcements at the boarding gate to ensure important information such as the flight’s scheduled boarding and departure time, baggage information, passenger’s itineraries etc. are well communicated.

.13 Calmly handling flight irregularities such as cancellations, delays and other crisis situations resulting in constructive outcomes.

**LEISURE CENTER( LEISURE RESTAURANT )**

( **November 2012 – November 2013** )

Al-ain, Abu Dhabi, United Arab Emirates

**OFFICE EMPLOYEE / ACCOUNTANT**

.14 I work as an office employee and also accounting officer. As an office employee, I make schedules, memos, process cancellation papers andother paper works that can help the other office staff and the HRD, and as an accountant, I do accounting works.

**PHILIPPINE YUN CHENG PLATE MAKING CORPORATION**

**( November 2011 – November 2012 )**

Meycauayan City, Bulacan, Philippines

**COMPANY NURSE / HRD / ACCOUNTANT**

.15 I recruit and manage manpower, maintain the safety and wellness of all the employees, conduct trainings and seminars, payroll,and do some government works.

.16 I conduct / organize annual physical exam to all employees.

**VIESANT PHARMACEUTICALS**

**( April 2011 – October 2011 )**

Quezon City, Philippines

**PRODUCT SPECIALIST**

.17 When I was working as a product specialist, I go to doctors for them to buy our eye products. I also cover different pharmacy and drugstores. My area is the whole Central Luzon Philippines.

**SEMINARS AND TRAININGS ATTENDED**

.18 Eight Basic First-Aid Training Course (EBFATC) Program 2007

.19 Batch Treasurer, April 30-May 1,2 2007

.20 First-Aid Training

.21 Basic Life Support Training

**EDUCATIONAL BACKGROUND**

**BACHELOR OF SCIENCE IN NURSING ( Board Passer / Registered Nurse )**

**OUR LADY OF FATIMA UNIVERSITY**

**( October 2009 )**

**VALENZUELA CITY, PHILIPPINES**

**PERSONAL DATA**

**Birth Date**: September 30, 1988

**Birth Place:** Sta. Maria Bulacan, Philippines

**Gender**: Male

**Civil Status:** Single

**Citizenship:** Filipino

**Religion:** Roman Catholic

**Age:** 28 years old