

**BILLY**

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Date of Birth:  October 27, 1991

Place of Birth:  Pampanga, Philippines

Citizenship: Filipino

Language: Filipino and English

Visa status:  RESIDENCE

**PROFESSIONAL OBJECTIVE:**

  To obtain a challenging position in a reputable company that can utilize my experience, knowledge and abilities for the advantage of the company and to have an opportunity for growth and development.

**CORE STRENGTH:**

= Excellent Customer Service

 = Excellent sales and marketing skills

 = Knowledge in MS Office Applications

 = Able to communicate and present confidently, clearly both oraland written in English

= Knowledgeable in Food & Beverage preparations

  = Highly organize person and can work in less supervision.

**SALAMA- Islamic Arab Insurance Company (P.S.G)**

Assistant Motor Claims

August 15, 2015-Present

Dubai U.A.E

Tel. 042674040

* Duly appointed for upholding company’s services for prospect clients and existing clients
* Assisting customers on the front counter
* Processing daily opened files for Agency and Non-Agency claims
* Ensuring all the documents are complete; such as police report, license, registration, court judgment and client signature
* Taking car estimates to the surveyor once the survey is done
* Sending SMS, emails and calling the customers for garage details
* Arranging the recovery to take or send the car to agency, garage or in the yard
* Negotiating with the client for cash settlement and ensure the client’s sign as an agreement
* Taking the manager’s signature for any final approval
* Finalizing all the documents, ensuring to take signature with the Estimator, Supervisor and Manager to issue the final LPO
* Handling emails, telephone calls for customer complaint and ensure to solve the issue at the same time
* Dealing with garages, releasing the final LPO and taking their signatures
* Issuing credit notes, posting, scanning, sending documents and printing recovery letter for other insurance company
* Encoding all files in excel sheet to avoid the loss of files and to ensure that everything is organize
* Making daily, monthly and year-end report for all the claims opened and settled

**First Food Services LLC**

Burger King

July 23 2013- July 23 2015

Dubai, U.A.E

Position: **Waiter/Cashier**

* Participates in the preparation of foodstuffs.
* Does skilled cooking and food preparation.
* Coordinates food service activities to have meals prepared at scheduled time.
* Assumes duties in kitchen as required by staffing needs.
* Providing excellent customer service, greetings patrons and presenting them the items on the menus.
* Accepting payments and attending customer’s query.
* Maintain and organize the needed ingredients for the day.
* Serve as reserve staff to supply other food chain station of the company.
* Communicate with supervisors regarding customer concerns.
* Perform a variety of different function as required by shop supervisor.
* Knowledge on how to handle and solve customer complaints
* Taking orders in the drive thru and front counter
* Suggesting additional side orders with customers to increase the sales

**Kings Royal Hotel and Leisure Park**

Bacolor Philippines

Sales Department

September 1, 2011 – March 17, 2013
Position:

**Field Sales Executive**

* Responsible for prospect customers for hotel and leisure park outside the hotel premises
* Prepares daily sales report and accounts all invoices, payables and receivables, both for field and in house
* Files and maintains clerical records
* Answer all customer queries and questions about property facilities/services and room accommodations via telephone and email
* Explain guarantee, special rate and cancellation policies to callers
* Input and access room reservation system and verify availability of room type and rate
* Process all reservation requests, changes and cancellations received by phone, fax or mail
* Maintain positive working relationships with others, support team to reach common goal
* Other duties as may be assigned by the Sales Manager

**Dickies Philippines**

San Fernando Pampanga, Philippines
June 15,2010 – July 20, 2011
Position:    **Sales Representative**

* Ensures levels of customer satisfaction through excellent sales service
* Assessing customers’ needs and providing product features
* Welcoming the customers and answering their queries
* Presenting, promoting and selling products to prospective customers
* Establishing, developing and maintaining positive customer relation

**AWARDS:**

**SALAMA-Islamic Arab Insurance (P.S.G)**

Dubai, U.A.E

Employee of the year

 **FIRST FOOD SERVICES LLC.**
BURGER KING

Dubai, U.A.E
Employee of the month

**EDUCATION:**

**College:****HOTEL AND RESTAURANT SERVICES**

  St. Nicolas College of Business and Technology

  San Fernando City,Pampanga, Philippines

  2008-2010

I HEREBY CERTIFY that the above information is true and correct to the best of my knowledge and belief.

Applicant Signature

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