claudine

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# Objective

To work in a firm where my skills and abilities can be utilized and further developed, to help contribute to the progress and success of the company.

# Personal INFORMATION

Date of Birth: April 05, 1994

Age: 22 years old

Gender: Female

Height: 5'3

Civil Status: Single

Nationality: Filipino

Religion: Catholic

**Visa Status**: Currently on Visit Visa

# Education background

* B.S. Hotel and Restaurant Management

 World Citi Colleges (WCC) 2010-2014

 Aurora, Quezon City

# work experienced

**SHERIDAN BEACH RESORT AND SPA PHILIPPINES**

 (April 2013 – July 2013)

**Receptionist**

Duties and Responsibilities:

* Serve visitors by greeting, welcoming, directing and announcing them appropriately
* Answer, screen and forward any incoming phone calls while providing basic information when needed
* Receive and sort daily mail/deliveries/couriers
* Maintain security by following procedures and controlling access (monitor logbook, issue visitor badges)
* Update appointment calendars and schedule meetings/appointments
* Perform other clerical receptionist duties such as filing, photocopying, collating, faxing etc.

**THE COFFEE BEAN AND TEA LEAF PHILIPPINES**

 (April 2014- September 2015)

 **Barista**

Duties and Responsibilities:

* Greets all customers with fast, friendly, personalized service and develops a rapport with customers by learning their names, favorite drinks and food items.
* Verbally receives and calls back customer orders in a friendly manner.
* Responds proactively to prevent customer service situations.
* Answers customer questions regarding coffee blends, preparation, and product freshness.
* Weighs, grinds and packs coffee per customers’ orders according to Company guidelines.
* Maintains efficient, friendly service.

**VXI GLOBAL SOLUTION INC.**

(November 2015- May 2016)

**Technical and Customer Service Representative**

Duties and Responsibilities:

* Listen and respond to customer’s needs and concern
* Provide information about the product and service
* Provides the best resolution with efficient and effective as possible
* Creating and Maintaining positive relationship with customer

**ARMY NAVY (BURGER & BURRITO)**

 June 14, 2016- January 08, 2017

**Management Trainee**

Duties and Responsibilities:

* Monitor food preparation methods, portion sizes, and the overall presentation of food
* Comply with health and food safety standards and regulations
* Monitor the actions of employees and patrons to ensure everyone's personal safety
* Investigate and resolve complaints regarding food quality or service
* Schedule staff hours and assign duties
* Establish standards for personnel performance and customer service

# competence and SKILLS

* Computer Literate ( Microsoft Word, Excel, PowerPoint)
* Good in Communication Skills
* Good in Leadership
* Initiative and problem solving abilities