

**ALBERT**

Email: [albert.356575@2freemail.com](mailto:albert.356575@2freemail.com)

Visa Status: Employment Visa

**POSITION APPLIED**

Any customer service and/or sales position

**PERSONAL BACKGROUND**

Hardworking, dedicated, flexible, accommodating, patient, team player, open-minded, good time management, good communication and written skills, willing to be trained

**EDUCATION**

**Bachelor of Arts in Communication**

De La Salle University – Dasmarinas, Philippines

June 1999 – March 2003

**Culinary Arts**

Magsaysay Institute of Hospitality and Culinary Arts (MIHCA), Philippines

July 25, 2011 – January 20, 2012

**High School Diploma**

Paco Catholic School, Philippines

June 1995 – March 1999

**Elementary Diploma**

Paco Catholic School, Philippines

June 1989 – March 1995

**WORK EXPERIENCE**

**COMMIS CHEF II**

Jebel Ali Golf Resort & Spa LLC, Dubai, United Arab Emirates

August 2014 – present

* Assist the Chef de Partie in the day to day operation
* Responsible for the efficient and smooth running of food production within the designated station
* Ensure high standard in the workplace according to the chefs requirement
* Perform all the daily tasks to a consistent high standard in line with both departmental and brand standards (basic mise en place preparation, clean as you go attitude, storage and labeling of all food products, basic cooking of ingredients prior to service)
* Properly and effectively handle and provide all A la Carte orders from the Italian outlet

**COMMIS CHEF**

Al Faisaliah Hotel, *A Rosewood Hotel*, Riyadh, Kingdom of Saudi Arabia

July 2013 – February 2014

* Responsible for preparation and buffet set-up of various salads for “Il Terrazzo”, a Brazilian-themed outlet of the hotel specializing in char-grilled meats
* Assists during operating hours on the grill and buffet

**RESEARCHER**

Jessica Soho Reports (News and Public Affairs)

GMA Network Center, EDSA Cor. Timog Avenue, Quezon City

October 2010 - October 2012

* Finding, verifying, and checking information using sources such as the internet, media libraries and via personal interviews
* Searching media libraries and archives for appropriate music, photographs and film footage
* Looking for suitable locations for shooting video segments and B-rolls
* Keeping detailed records and archiving for future reference
* Researching and writing content for websites and social media linked to TV programs and films
* Discussing program ideas and researching needs with producers and EP’s
* Maintain a working database of previous and current contacts, contributors and known freelance associates

**NEWS EDITOR**

Radyo Agila – Eagle Broadcasting Corp. (DZEC 1062Kh)

Maligaya Bldg. 2, 887 EDSA, Quezon City

October 2009 – October 2010

* Writing and editing copy
* Proofreading and checking accuracy and veracity of articles
* Supporting editorial staff in all activities leading to airing, including acting as a personal assistant to commissioning editors and overseeing tasks such as planning and organizing projects
* Researching features and new titles for feasibility and development
* Summarizing written materials and liaising with authors, marketing staff, designers and printers
* Filing, photocopying and other routine administrative tasks
* Organizing and researching projects to tight deadlines
* Liaising with other in-house teams, writers and production staff to negotiate and monitor timescales for stages in the media process

**CUSTOMER SERVICE REPRESENTATIVE**

24/7 Customer Philippines Inc. (OPTUS, Australian Telecommunications Company), Philippines

September 2008 – September 2009

* Inbound customer service – mainly payment processing, handling customer enquiries and processing customer requests about their post-paid mobile account configuration, details and billing

**TECHNICAL SUPPORT REPRESENTATIVE**

CONVERGYS, INC. (ATT-BellSouth, American ISP), Philippines

January 2008 – May 2008

* Inbound technical support – mainly diagnosing and solving internet connectivity issues for customers, scheduling appointments with line technicians for customers and assisting customers with their online accounts

**ESCALATION SPECIALIST / SUBJECT MATTER EXPERT** **/ CUSTOMER SERVICE REPRESENTATIVE**

ePerfomax Contact Centers

(Washington Mutual Card Services, American Credit Card Company), Philippines

August 2006 – November 2007

* Inbound customer service – started as tier 1 representative assisting with customer billing enquiries, payments, back-office procedures (i.e. account cancellation, billing-date changes, re-mailing physical billing statements), and assisting with their online accounts
* Tier 2 representative – was given responsibility to handle calls where customers required assistance from a manager (i.e. billing disputes and refusal to pay); acted as employee support for new-hires

**ADMINISTRATIVE ASSISTANT**

Center for Research and Communication Foundation, Inc. (NGO)

6/F APEC Comm. Bldg., Univ of Asia & the Pacific, Pearl Dr., Ortigas Center, Pasig City

June 2003 – July 2006

* Sorting and distributing incoming mail to areas and staff in the company and dispatching outgoing mail
* Writing business letters, reports or office memos, encoding and data-entry using word processing programs
* Fielding telephone enquiries from customers, attend to visitors and assist other staff in the organization with their enquiries
* Operate a range of office equipment such as photocopiers, computers and fax machines
* File papers and documents to maintain an organized working database and data-retrieval system

**PROFILE**

Nickname : Lenard

Age : 34 years old

Birth Date : February 19, 1983

Birth Place : Manila, Philippines

Status : Married

Nationality : Filipino

Religion : Christian