**JAMIE**

****[**JAMIE.365780@2freemail.com**](mailto:JAMIE.365780@2freemail.com)

**OBJECTIVE:**

* To share my knowledge and to enhance my capability to do particular job or task that may give.
* To obtain work experience that offers new opportunities where I can expand my knowledge and skills.
* To impart my knowledge and skills in a way that meet the vision mission and objectives of company I serve.

PERSONAL STRENGTH

* Excellent in terms of customer support service (with certificate)
* Ability to prioritized and remain focused on the presence of an issue.
* Work well without supervision
* Skilled at learning new concept quickly while working well under pressure.

**EDUCATIONAL ATTAINMENT:**

**TERTIARY EDUCATION**

Bulacan State University

Bachelor of Industrial Technology

Major in Computer Technology

City of Malolos, Bulacan Philippines

2009 – 2012

**SECONDARY EDUCATION**

Tiaong National High School

Pulong Gubat, Guiguinto, Bulacan

2005 – 2009

**ELEMENTARY EDUCATION**

Pulong Gubat Elementary School

Pulong Gubat, Guiguinto, Bulacan

1999 – 2005

**Language/Dialects Spoken: Tagalog and English**

**AFFILIATION**

2009 – 2012 Association of Computer Technology Students Member

**CERTIFICATION**

* **Essential Food Safety Record of Attendance**

Abu Dhabi, United Arab Emirates

April 27, 2015

* **Certificate of completion in Customer Service Workshop**

Dubai United Arab Emirates

July 7, 2015

* **Basic food Hygiene Training Course**

Dubai United Arab Emirates

February 27, 2014

* **Defensive Driving Lesson**

(Beginner Course)

October 21, 2013 – October 31, 2013

**On-The-Job Training**

Tollways Management Corporation

Sta. Rita, Guiguinto, Bulacan

Office Assistant

November 22, 2011 – March 12, 2012

**WORK EXPERIENCE:**

**Sheraton Abu Dhabi Hotel & Resort (ADNH)**

**Arabian Desert Tours & Safari (Travel&Tourism)**

Abu Dhabi, United Arab Emirates

**Hotel Sales Representative/Team Leader (Travel & Tourism)**

February 04, 2017 Up to Present

**NATURE OF FUNCTIONS:**

* Develop a strategy the team will use to reach its goal
* Provide any training that team members need
* Communicate clear instructions to team members
* Listen to team members ‘ feedback
* Monitor team members’ participation to ensure the training they are being provided is being put into use, and also to see if any additional training is needed
* Manage the flow of day-to-day operations
* Create reports to update the company on the team’s progress
* Distribute reports to the appropriate personnel
* Customer Service Skills: The customer is always right. You will need to able speak in a friendly way to guests and potential guests, listening to their needs and helping communicate options for them.
* Communication Skills: You will need to speak to customers about a Tours different features, and answer any questions they might have
* Flexibility: You might have to work long hours, nights or weekends.
* Persistence: Not every guests is going to be a sale. Being able to bounce back if you lose a sale will be key for this job.

**Le Boulanger**

Abu Dhabi, United Arab Emirates

**Headwaiter/Captain**

March 31, 2016 up to Present

**Burger King (Yas Mall)**

Abu Dhabi, United Arab Emirates

**Cashier/Kitchen Crew/ customer service affiliates**

February 26, 2014- February 26, 2016

**NATURE OF FUNCTIONS:**

* Greeting Customer
* Taking the order exactly
* Ensure payment are being collected
* And Giving orders completely
* Serving food and waiting on large groups of people
* Assist Customers and Complaints

**Tollways Management Corporation**

**Toll Teller**

Manila Philippines

March 19, 2013- October 21, 2014

**NATURE OF FUNCTIONS:**

* Assist Customer Service and Public Announcement
* Handle All kinds of Vehicle transaction and customer complaints
* Toll teller
* Receive and count daily inventories of cash
* Point of Sale

**LBC EXPRESS**

Stall #8-A 1/F Graceland Mall

Mac Arthur Highway

Malolos City, Bulacan Philippines

**CASH TELLER/ CASHIER**

January 2012 – January 2013

**NATURE OF FUNCTIONS:**

* Cash Checks and pay out money after verified that signatures are correct, that written and numerical amounts agree and that accounts have sufficient funds.
* Receive checks and cash for deposit, verify amounts, and checks accuracy of deposit slips
* Balance currency, coin and checks in cash drawers at ends of shifts and calculate daily transaction using computers, calculators or adding machine.
* Examine checks for endorsements and verify other information such as dates, bank names. Identification of the person receiving payments and the legality of the doc.
* Count currency, coins, and checks received by hand or using currency counting machine,

To prepare them for deposit or shipment to branch banks