**RONALDO**

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**PROFILE SUMMARY**



* Holding **6+ years** of combined experience in Facilities Management and Customer Service Operations.
* Currently working as a Help Desk Operator in **Serco** **–** **Healthpoint**.

**WORK EXPERIENCE**



* **Company: Serco Middle East**

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| **Year** | 2013 – 2014 | 2014 -Present |
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| **Designation** | **Station Agent** –Station Operations | **Help Desk Operator** –Facilities Management |
|  | (Dubai Metro) | (Healthpoint / Arzanah Medical Center) |
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| **Location** | Dubai – U.A.E. | Abu Dhabi – U.A.E |
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* **Key Job Functions – Help Desk Operator**
* Attend to calls and request directed through the Help Desk (24 hours/7 days per week).
* First line contact for the Facilities Department for all internal and external customers/contractors.
* Record client requests on the CAFM system.
* Generate reactive and PPM work orders.
* Tracking the progress of reactive and preventative maintenance jobs.
* Communicate immediately with site Supervisors/technicians about any emergency calls/emails received.
* Follow up with clients and technicians reference work orders issued.
* Fast and efficient handling of customer queries.
* Tracking all work requests to ensure they are completed within the KPI’s set up in CAFM system.
* Update the CAFM system accurately and appropriately with feedback from site Supervisors and Technicians.
* Making daily dashboards and monthly reports through the use of Crystal report in CAFM if necessary.
* Relaying and re-routing written and verbal messages including emails as necessary.
* Double checking of assigned jobs if it is properly raised to the correct staff.
* Working closely with facilities maintenance managers and technicians to ensure a unified approach.
* Asking updates to jobs and reiterating to staff in putting rectification remarks on their PDA’s.
* Putting justification remarks for uncompleted, in progress and pending jobs.
* Printing, scanning and uploading signed documents to the Web based system.
* Sending out work order and change request forms to designated supervisors, managers or departments for their approval.
* Maintaining filing system for signed documents.
* Ensuring clients satisfaction by responding using FM procedures.
* Updating clients about the job requested as necessary.
* Data entry works as assigned by Help Desk Team Leader.
* Adhering to all policies and procedures of the Institution and convey the same with staff and clients.
* Assisting in any other duties when requested, where deemed necessary to the improvement of service.
* **Key Job Functions – Station Agent**
* Monitor and maintain station operational status and to ensure the safety and comfort of passenger movement within the station premises.
* Carry out controlled/uncontrolled/emergency evacuation of passengers.

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| *Curriculum Vitae – Ronaldo* | *1* |

* Control and mitigate overcrowding in station and platforms to ensure that passenger flows are managed in an orderly manner.
* Deliver essential messages to passengers via audio or visual means in a timely, clear and proactive manner.
* Monitor and control the direction of the fare gates in accordance with the flow of passengers, and in the event of an emergency situation.
* Provide ticket sales, train services information and respond to passenger enquiries.
* Distribute publicity materials and handle lost property.
* Assist passengers with special accessibility needs.
* Handle cash from ticket sales in accordance with company procedure.
* Meet and greet customers and provide a highly visible and proactive level of customer service.
* When dealing with customers, ensure that matters are handled tactfully and sensitively as appropriate and strictly follow the guidelines, procedures and instructions of the organization.
* Comply fully with procedures and instructions, instructed as part of the certified training and instruction.
* Enforce safety procedures and instructions and carry out necessary procedures to ensure the safety of members of the public and employees of the monorail.
* Render all possible assistance to customers, in particular those with special accessibility needs.
* Report for duty fully prepared to deliver a safe, reliable, world class, customer focused monorail service.
* Operate passenger vehicles in all operating modes in the assigned area as required.
* Assist in the shunting operations of trains inside the depots.
* Assist in testing during engineering hours (Dynamic, Communications & Test Cases).
* Sweeping the mainline on a train in manual mode.
* Controlling the evacuation of train in an emergency.
* Re-establishing automatic train operation following failure or activation of emergency button on train or station.
* Resetting of Emergency Equipment (Blue Light Station, Emergency Stop Buttons).
* Perform shift and emergency duties when required.
* Perform and carry out other duties as instructed/directed by the Operations & Customer Services Supervisor, Chief Controller and the Operations Manager.

**COMPETENCE, SKILL & HSQE FUNCTIONS**



* Adept knowledge on Computer Assisted Facilities Management (CAFM).
* Trained in Online Web applications such as Concept Evolution, Vison / ACSR, Orderpath, Oracle etc.
* Microsoft Office applications – Word, Excel, PowerPoint, Outlook, etc.
* Excellent command of English communication skills, both written and oral.
* Experience of working in a call center, customer service, helpdesk in a busy environment.
* Ability to provide clear and concise information.
* Team oriented, effective problem solving & organizational skills.
* Self-motivated and demonstrate leadership ability. Self-discipline and organized.
* Possess the ability to remain calm under pressure & not react hastily.
* Able to delegate tasks to team members as deemed necessary to finish the job in the set time frame.
* Drive, energy and tenacity with upbeat enthusiastic approach to work, ‘always willing to go the extra mile’.
* Willingness to work overtime, in any given day or time if required, in helping the team achieve goals.
* Integrity, honest and good time keeping. Ability to work on own initiative.
* Awareness of the IMS and the content of the Environment, Quality, Health & Safety and Information Security Policy Statements.
* Understanding of personal responsibilities and contribution to achieving compliance with the IMS requirements.
* Exercise a personal duty of care for own health, safety and welfare.
* Promote good HSQE and Information Security culture among colleagues.
* Lead by example and look at ways to conserve energy, water and resources and minimize the generation of waste through personal performance and raise recommendations on how to improve existing processes on this regard within/outside departments through Help Desk Team Leader, HSQE officer, Departmental safety meetings and any other available channels.

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| *Curriculum Vitae – Ronaldo* | *2* |

**TRAINING / SEMINARS / AFFILIATIONS**



* Red Hat Certification – SME (Subject Matter Expert) training (Startek International)
* Introduction to Supervisory Skills – Multiple session training of basic Supervisory skills (Serco – Dubai Metro)
* Basic Life Support (BLS)
* Professional Regulatory Commission – Registered Nurse (License No. 0642426)

**EDUCATION**



* Bachelor of Science in Nursing (BSN) College Diploma – Manila Doctors College, Pasay City, Manila, Philippines.
* High School Diploma – Tomas Del Rosario College, Balanga City, Bataan, Philippines.
* Grade School Diploma – Tomas Pin-pin Memorial Elementary School, Abucay, Bataan, Philippines.

**PERSONAL DETAILS**



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|  | Birth Date | : 16 November 1989 |
|  | Nationality | : Filipino |
|  | Marital Status | : Married |
|  | Languages Known | : English, Filipino / Tagalog |

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