**EDEN**

[**Eden.370932@2freemail.com**](mailto:Eden.370932@2freemail.com)

**Objective**

To be able to join in a well-established Company where my skills and capabilities could be enhanced effectively.

**Highlights**

* Patience
* Attentiveness
* Clear communication skills
* Knowledge of the product
* Ability to use “Positive Language”
* Acting Skills
* Time management skills
* Ability to read customers
* A calming presence
* Tenacity
* Closing ability

**Skills**

* Computer literate (Word and Excel)
* Customer Oriented
* Friendly and helpful
* Operate Office Machines
* Dedicated team player
* Assertive

**Work History**

Convergys – 09/2016 to 05/2017

Nuvali, Sta. Rosa Laguna

CUSTOMER SERVICE REPRESENTATIVE / SALES ASSOCIATE

* Can communicate in English accurately and fluently;
* Can assist customers and provide signature customer service;
* Has sufficient and updated knowledge in navigating computer and systems;
* Is organized and tenacious in handling job-related issues or problems;
* Is patient and optimistic in handling different types of people;
* Can multi-task and do work as fast as possible;
* Is self-controlled and values integrity.

eFORCE Engineering Consultancies – 04/2013 to 01/2016

Dubai, United Arab Emirates

SECRETARY / RECEPTIONIST

* Preliminary duties includes all documents received were verified and accurately recorded.
* To ensure that controlled copies of latest approved documents and drawings are distributed to the appropriate staff, subcontractors, and suppliers as applicable.
* To maintain updated records of all approved documents and drawings.
* All the duties with regards to the Secretarial jobs and controlling of all legal papers and transactions of daily business and office works.
* Receives and distributes incoming outgoing documents.
* Maintains and releases outgoing and incoming documents.

Hockey Meal Restaurants – 06/2011 to 03/2012

Hardee’s Fast Food Chain – 09/2008 to 04/2011

Al Ain, Abu Dhabi, United Arab Emirates

FRONTLINE STAFF

* Consistently provided friendly guest service and heart felt hospitality.
* Promptly and emphatically handled guest concerns and complaints.
* Handled currency and credit transactions quickly and accurately.
* Followed food safety procedures according to company policies and health and sanitation regulations.
* Communicated openly and honestly with the management team during each shift to ensure it ran smoothly.

Watsons (Your Personal Store) – 03/2008 to 08/2008

Greenbelt 1, Makati City

CASHIER

* Consistently provided friendly guest service and heart felt hospitality.
* Promptly and emphatically handled guest concerns and complaints.
* Handled currency and credit transactions quickly and accurately.

Temic Automative Philippines Incorporation – 04/2007 to 09/2007

FTI Taguig City

PRODUCTION OPERATOR

* Managed product quality to guarantee complince with quality policies, procedures and systems.
* Handled machines.

Bacolod Chicken Inasal Restaurant – 07/2006 to 01/2007

Jupiter St., Makati City

DELIVERY ATTENDANT

* Answered calls by addressing customer inquiries, solving problems and providing new product information.
* Politely assisted customers in person and via telephone.
* Dedicated to continuously improving sales abilities and product knowledge.

NEC Tokin Electronics Philippines Incorporation – 12/2005 to 05/2006

Science Park 2, Calamba Laguna

Philips Semiconductors Philippines Incorporation – 06/2005 to 11/2005

Science Park, Cabuyao Laguna

PRODUCTION OPERATOR

* Managed product quality to guarantee compliance with quality, policies, procedures and systems.
* Handled machines.

Philtranco Service Enterprise Inc. – 11/2004 to 03/2005

Pasay City

ON-THE-JOB-TRAINING

* Facilitated organized records of all the employee.
* Encoding and filing documents.
* Answered incoming telephone calls.

Jollibee Food Corporation – 08/2003 to 02/2005

Makati City

McDonald – 08/2001 to 09/2002

Pasay City

FRONTLINE STAFF

* Consistently provided friendly guest service and heart felt hospitality.
* Promptly and emphatically handled guest concerns and complaints.
* Greeted customers and provided excellent customer service.
* Handled currency and credit transactions quickly and accurately.
* Provided training to the newly hired frontline staff.

**Education**

Pamantasan ng Lungsod ng Pasay, 06/2001 to 04/2005

Bachelor of Science in Office Management

Lebak Legislated High School, 1996 to 2000

Barurao Elementary School, 1990 to 1996

**Personal Data**

Height : 5’3”

Religion : Born Again Christian

Nationality : Filipino

Visa Status: Tourist Visa until August 03, 2017

**Trainings Attended**

**Al Tair Inspection Services**

November 12, 2014

P.O Box No. 106359, Najda Street, Abu Dhabi, UAE

Internal Audit Training Course for

**Integrated Management Systems (IMS)**

**ISO 9001:2008**

**ISO 14001:2004**

**OHSAS 18001:2007**

**Character References**

**Name Job Title Company Contact Number**