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| **Marian** marian.383164@2freemail.com  |
| **SUMMARY OF QUALIFICATIONS:** |
| **Nine** (**9) years**of experiencein providing optimum Customer Service in Philippines. Diversified and extensive experience in call center settings and restaurant management. Ability to perform with sense of urgencyand can work independently without supervision. |
| **CAREER TIMELINE:** |
| * 2016 - 2018🡪**Restaurant Assistant Manager**– Ban’s Resto Bar – Lapu-lapu City, Philippines
* 2013 - 2016🡪**Customer Service Associate**- Calltek Center International Inc.- Cebu City, Philippines
* 2012 - 2013🡪**Customer Service Associate**- Convergys Phils. Inc. - Cebu City, Philippines
* 2010 - 2012🡪**Supervisor**- Herbalife International Inc. - Cebu City, Philippines
* 2009-2010 🡪**Admin. Asst.**- Paradise Cebu Tours Inc. - Cebu City, Philippines
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| **PROFESSIONAL EXPERIENCES:** |
| **Ban’s Resto Bar****December2016 – February2018****Position:****Restaurant Assistant Manager** | * Primarily assists the Restaurant Manager on daily operations, focusing on customers’ excellent experience.
* Ensures superiorquality on foods and services.
* Trains employees properly to ensure customer satisfaction and company policy adherence.
* Maintains the daily records on sales and inventory.
* Prepares the required documentation for sales reports and monthly reviews.
* Updates employees’ daily tasks and time logs.
* Liaise between Restaurant Manager and employees to provide the service most suitable to the customers’ needs.
* Handles cash and salary distributions.
* Maintains proper sanitation and hygiene standards in kitchen and the entire restaurant.
* Estimates the future needs and acquisition of goods, kitchen utensils and cleaning aids.
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| **Calltek Center International Inc.*****March 2013 – January 2016*****Position:****Customer Service Associate** | * Assisting customer queries through phone calls
* Interacts with customers to provide the company’s products and services
* Deal with and resolve customer complaint
* Received incoming, outgoing calls to the department where the caller wants to be connected
* Take down message in case of unavailability of person concerned and relay the message as soon as person is available
* Monitor the fire alarm control panel, electric fault line and report immediately to the person concern, such as guards and electrician
* Report defective telephone apparatus or telephone line problem to the electrician or PLDT
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| **Convergys Phils. Inc****August 2012 – February 2013** **Position:****Customer Service Associate** | * Providing good service to customer with satisfaction
* Accountable for handling customer enquiry, complaints, giving right information to callers in well manner
* Endorsing company product and insist quality information to be able to avail and purchase
* Always giving customers information, right details, suggestion for the company product
* Facilitate follow up on the status of each quotations submitted
* Handle company profile to submit to prospective clients
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| **Herbalife International Inc.****Sept. 2010 – February 2012****Position:****Supervisor** | * Manage the whole business operation which includes procurement of the items/materials/productsneeded that will sustain the monthly operation process.
* Attend customers suggestion/s, concern/s or feedback (internal or external customers).
* Supervises the work of the staff meeting their target and quotas
* Primarily oversee for the job to be efficiently done.
* Provides monthly sales report to the management.
* Ensure that all documents are properly signed and validated. Should be kept in the right place and in the right file/archive.
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| **Paradise Cebu Tours Inc.****February 2009 – August 2010****Position:****Admin Assistant** | * Performs general clerical duties and facilitate courier packages.
* Responsible for general administrative duties including telephone support and the management of internal and external mail
* Maintain the sales order and following up the payments.
* Responsible for managing supplies and maintenance of storage areas
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| **SKILLS AND COMPETENCIES:** | * Verbal and Written Communication
* Accuracy | Organization
* Goal Oriented | Future Oriented
* Critical Thinking | Resiliency
* Leadership | Teamwork
* Can work under pressure I Adaptive
* Can do multi-tasking I Hard working
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| **EDUCATIONAL QUALIFICATIONS:** |
| * **Bachelor of Science in Tourism**- University of San Jose - Recoletos (Philippines) - 2008

**Vocational Course** - Commercial Cooking NCII- 2009 |

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| **Personal Information:** | **Interests:** |
| **Birth Date** September06, 1985**Nationality** Filipino**Civil Status** Single**Language**  Fluent in English & Filipino | Cooking & BakingReading |

**REFERENCES:**

Available upon request

I hereby certify that the above information is true and correct to the best of my knowledge and belief.