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CAREER OBJECTIVE

To engage in a career where I can maximize my skills and knowledge and promote my personal and professional development.

SKILLS

* Proficiency in verbal and written communication
* Efficiency in solving analytical and mathematical problems
* Computer literacy in MS Word, MS Excel, and MS PowerPoint
* Ability to lead and organize a group
* Innovative problem solver who can generate solutions and resolve complaints
* Ability to work efficiently under minimal supervision and in difficult situations
* Resourceful team player
* Excellent Customer Service and Marketing skills

EDUCATION

**TERTIARY** 2003-2008 Bachelor of Science in Business Management

 University of St. La Salle –

**SECONDARY** 1999-2003 Colegio de Santo Tomas - Recoletos

 San Carlos City,

WORK EXPERIENCE

**Barista - Starbucks Coffee (Philippines)**

**Sept. 14, 2008 – Jan. 5, 2010**

* Describe menu items to customers; suggest new products and promotions that might appeal to them.
* Prepare and serve hot or cold beverages such as coffee and tea.
* Clean and maintain work area, coffee machines and restrooms.
* Operate cash registers and credit card machine.
* Monitor the inventory, order supplies and ensure that the stations are well stocked.
* Sell, Up-sell and promote new or upcoming products.

**Barista - Costa Coffee**

**Oct. 14, 2010 – June 15, 2011**

* Greet customers and present the menu.
* Take customers’ orders, prepare and serve hot or cold beverages such as coffee and tea.
* Receive and process customer payments.
* Clean and maintain work area, machines and restrooms.
* Maintain positive company morale and friendly service standards.
* Organize, monitor and order supplies.
* Attend to the customers’ needs in a pleasant manner.

**Office Clerk – City Mayor’s Office (Philippines)**

**Oct. 1, 2011 – Aug. 31, 2012**

* Perform data entry tasks.
* Answer telephone calls, send emails, photocopy and scan documents and reports.
* Perform support activities for office staff.
* Manage and compile office records.
* Check inventory and order needed supplies.
* Organize and Coordinate appointments and meetings.

**Sales Representative – Toyota (, Philippines)**

**June 2013 – October 2014**

* Greet, approach and assist customers.
* Determine the needs of the customers by listening and asking questions.
* Perform walk-around and demonstrate features of automobiles.
* Effectively close automotive sales.
* Ensure the customer understands the vehicles features, warranty and paperwork.
* Report to the manager regarding obejectives, reviews, and planned activities.
* Take payments from customers for cars sold.
* Provide customers information on warrantees and after sale services.

INVOLVEMENTS

* Member: University of St. La Salle Scholarship Association (2003-2008)
* Member: University of St. La Salle Men’s Soccer Team (2003-2008)
* Member: Colegio de Santo Tomas Recoletos Men’s Soccer Team (1999-2003)
* Memner: Colegio de Santo Tomas-Recoletos Men’s Basketball Team (1999-2003)
* Member: Colegio de Sta. Rita Men’s Soccer Team (1997-1999)

STARBUCKS GREEN APRON BOOK AWARDEE

Be Involved

* Connect with one another, with community, and with the company.

 Be Considerate

* Take care of yourself, each other and the company.

 Coffee and Tea

* Has successfully completed required learning for the coffee and tea certification.