CAREER SUMMARY:

Seven years of experience in food industry from food attendant to supervisor.

Three years in Customer Service.

Key holder. Training staff includes cashiers, customer relation and serving.

Highly skilled in providing information regarding products and services.

In-depth knowledge of taking orders, computes charges, and administers billing or payments.  
Hands-on experience in reviewing, updating or making changes to customer accounts.  
Track record of listening and responding to customers’ needs and concerns.  
Able to handle returns and complaints effectively.  
Demonstrated ability to record details of client contacts and service history.  
Proven ability to determine answers and solutions quickly.  
Special talent for handling irate and angry customers.

PERSONAL DETAILS:

Place of Birth: Philippines

Hometown: Philippines

Gender: Female

Nationality: Filipino

EDUCATIONAL BACKGROUND:  
  
June 2004 - March 2008 Diploma in Bachelor of Science in Commerce

Major in Finance and Management Accounting

La Consolacion College La Carlota City, Philippines

June - July 2008 Certificate in Culinary Arts and Sciences

- International Cuisine

Hotel and Restaurant Management and Tourism Center

La Consolacion College, Bacolod City

August - September 2008 Certificate in Hotel and Restaurant Servicing

Carlos Hilado Memorial State College

Talisay City, Philippines

June 2001 - March 2003 Computer System Design and Programming

AMA Computer College

Bacolod City, Philippines

June 1999- March 2001 Bachelor of Science in Commerce - Business Management

University of Negros Occidental - Recoletos

Bacolod City, Philippines

SKILLS:

Fluent in English Communication skills (both written and oral)

Computer Literate (Microsoft Word, Excel, Outlook)

Telephone Skills (Hot and cold calling transfers)

Knowledge in handling finances and reports.

Critical Thinker.

WORK EXPERIENCES:

January 2015 – December 2015 CUSTOMER SERVICE REPRESENTATIVE

Teletech Holdings – Bacolod City

Philippines

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November 2012 – November 2014 **BAKERY STAFF/CUSTOMER SERVICE**   
 Freson Bros. Fresh Market   
 Canada

October 2010-November 2012 **FOOD SERVICE SUPERVISOR**  
Kentucky Fried Chicken   
Canada

January 2009 - October 2011 **FOOD COUNTER ATTENDANT**

**CASHIER/SERVER/DRIVE THRU**  
A&W Restaurant

Canada

April 2008 - May 2008 **CASHIER/SERVER**  
 Piazza Restaurant

Seafoods, Sizzlers and Grills

Philippines

November 2004 - February 2006 **ADMINISTRATIVE OFFICE STAFF**

Human Resource Management Office  
City Mayor’s Office (Local Government Office)

Philippines

**First Name of Application CV No :** **1656498**

Whatsapp Mobile: +971504753686

