

Dear HR MANAGER,

It is with great interest that I am forwarding my CV/Resume for your consideration. My record of career history demonstrates attributes that make me a valuable employee.

My CV/Resume is enclosed to provide you with details of my skills and accomplishments, but I am certain that a personal interview would more fully reveal my desire and ability to contribute to your organization.

Thank you for your time and consideration, and do not hesitate to contact me if you have any questions.

I look forward to meet you.

Respectfully yours,

ARVIN MACATANGAY SOLIS

Mobile: +65 8814 3379



Arvin Macatangay Solis

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Email: arvinsoliso819@yahoo.com.ph

OBJECTIVE:

I am an independent who possess the ability to work well under pressure and meet the task deadlines. I have Skilled in prioritizing job responsibilities in an effective and organized manner. I am able to work in competitive and challenging work environment with minimal supervisions from senior management. To upheld the development of skills and leadership ability in the fast phasing and competitive industry to achieve professional growth.

WORK EXPERIENCES

Henderson Security Services Pte Ltd.

Singapore

26th November 2014 – Present

Customer Service Executive / Acting Property Officer

❖ **Specific Duties and Responsibilities:**

- ✓ Provides customer service support to the organization by obtaining, analyzing and verifying the accuracy of order information in a timely manner.
- ✓ Initiates and/or implements corrective action as needed in order to ensure that an excellent standard of service and a high level of customer satisfaction are maintained.
- ✓ Co-ordinates the handling of difficult and/or unusual situations.
- ✓ Participates and provides expertise as a member of the customer service's departmental team. The team's objectives are develop and recommend changes to existing methods and systems to increase the accuracy, efficiency and responsiveness of the customer service department as a whole.
- ✓ Responsible for the maintenance of an appropriate system of internal control for all assets, including physical, human resources and information within.
- ✓ Contributes to the development and maintenance of standards, policies and procedures regarding customer service.
- ✓ Regularly provides feedback on the soundness and effectiveness of the customer service department's policies and procedures.
- ✓ Facilitates the collection of competitive information in order to monitor business trends and opportunities.

- ✓ Adheres to all corporate policies, guidelines and statutory requirements and recommends to senior management adoption and/or changes to policies and guidelines to reflect circumstances within the customer service area.
- ✓ Responsible for being familiar with the organization's by-laws in order that all recruitment and retention decisions are made within by-law boundaries.
- ✓ Responsible for actively ensuring the retention of the organization's customer base which includes promoting the organization to existing customers.
- ✓ Prepares, generates and distributes daily reports and order acknowledgements to appropriate personnel.
- ✓ Responsible for notifying administration of any required updates of customer records on the organization's internal database.
- ✓ Provides back-up support to other group members in the performance of job duties as required.
- ✓ Answers customer inquiries/communications as required.
- ✓ Attends regular customer service departmental meetings.
- ✓ Maintains detailed call activity reports and provides them to the management on a regular basis.
- ✓ Co-ordinates the organization's involvement in internal and external trade shows.
- ✓ Conducts follow up phone calls to survey respondents who have concerns or questions.
- ✓ Performs other related duties as assigned by management.
- ✓ Attracts potential customers by answering product and service questions; suggesting information about other products and services.
- ✓ Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- ✓ Recommends potential products or services to management by collecting customer information and analyzing customer needs.
- ✓ Contributes to team effort by accomplishing related results as needed.

GREAT SWISS METAL BUILDERS CORPORATION

Batangas City, Philippines

July 2013 – July 2014

Safety Officer

❖ Duties and Responsibilities:

- ✓ Assist in updating and maintaining company safety program.
- ✓ Provide required safety services to the employees during plant construction and help assure the existing safety program was followed.
- ✓ Conduct safety audits both in the shop and in field.
- ✓ Perform onsite orientations and do onsite training as required by contractors.
- ✓ Keep close communication with the operation manager and update with any and all happenings regarding safety issue onsite

PEPPERL + FUCHS (MFG) PTE LTD, SINGAPORE

Ayer Rajah Crescent, Singapore 139942

6th October 2010 till 5th October 2011

Management Trainee (QC Inspector)

❖ Duties and Responsibilities:

- ✓ Tests PCB (printed circuit board) products during the production process.
- ✓ Examine the print circuit board using the PCB test equipment
- ✓ Inspects product to determine compliance with order specifications, company's quality control system for compliance procedures.

JG SUMMIT PETROCHEMICAL CORPORATION

Batangas City. Philippines

16th November 2009 till 19th March 2010

Management Trainee (Instrument Technician)

❖ Specific Duties and Responsibilities:

- ✓ Testing, maintaining and modifying existing systems.
- ✓ Records calibrations made, parts and components used, and inventory of parts on hand
- ✓ Ensuring that the equipment are functioning properly and are available and accessible at all times.
- ✓ Install and maintain equipment used in the operation and control of industrial facilities and processes.

SPECIAL PROGRAM FOR EMPLOYMENT OF STUDENT (SPES)

City Engineer's Office

Local Government Unit of Batangas City

Summer Job 2008

PROFESSIONAL AND TECHNICAL SKILLS

- ✓ With a Bachelor's degree in Industrial Technology Major in Instrumentation and Control Technology
- ✓ Has a strong organizational and analytical skills
- ✓ Proficient in Microsoft Office (Word, Excel, and PowerPoint)
- ✓ Excellent interpersonal communication skills
- ✓ Excellent driving skills with driver's license

SEMINARS ATTENDED

American Wire and Cable.,Inc.

South Super Hiway,Paranaque City |Philippines

March 13, 2009

Occupational Safety and Health Center (OSHC)

Agham Road,Diliman Quezon City,Philippines

March 13, 2009

Batangas Coal-Fired Thermal Plant

National Corporation

San Rafael,Calaca,Batangas Philippines

September 24, 2009

TRAINING ATTENDED

Basic Occupational Safety and Health in Construction

Qualified Safety Officer

Safeline Consultancy, Inc.

Classique, Pan Oriental Hotel and Resort,

Banaba South, Batangas City

10th – 14th April 2013

BWC-DOLE accreditation No; 1030-02160910-0034

EDUCATIONAL BACKGROUND

Tertiary	2013 – 2009	Bachelor of Industrial Technology Major in Instrumentation and Control Technology BATANGAS STATE UNIVERSITY Graduate
Secondary	2008 - 2003	UNIVERSITY OF BATANGAS Hilltop Site, Batangas City High School Graduate
Primary	2003 – 1998	BALETE RELOCATION SITE Elementary School Balete, Batangas City Elementary Graduate

LANGUAGES KNOWN

- English, Filipino

PERSONAL INFORMATION

Civil Status	:	Married +1
Date of Birth	:	August 19, 1992
Nationality	:	Filipino
Sex	:	Male
Religion	:	Roman Catholic
Skills	:	Goal Oriented, Resourceful and Smart

REFERENCES

Mr. Benny Li
Condo Manager
CBRE
Singapore
Mobile #: 90709754

Mr. Nordin Bin Isa
Chief Security Officer
GOLD RIDGE PTE LTD
Singapore
Mobile #: 9712-6515

Mr. Abdul Rahim
Security Executive
HENDERSON SECURITY SERVICES
Singapore
Mobile #: 9427-4038

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Ma. Estefanie P. Cubar
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Certificates Available Upon Request