

# HANS RENZEL S. PAGAL

Blk 3 lot 3 Sampaguita Street, Adeline Homes,  
Pangarap, Caloocan City, Philippines  
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## PROFESSIONAL SUMMARY

Experienced server with over 5 years of experience serving on guests. Eager to offer guests exquisite dining experience. Also an energetic and optimistic customer service representative with 3 years of professional experience assisting customers in solving complex issues.

## WORKING EXPERIENCE

### ZUNIGA'S CATERING SERVICES

December 2013 – September 2018

WAITER/FOOD SERVER

Pasay City, Philippines

- Guest Service Skills
- Gathered together all food supplies, utensils, decorations, heating elements, and serving trays needed for each catering event.
- Served food and beverages to guests while remaining conscious of dietary restrictions based on religion or health.
- Liaised between event manager or catering manager and the serving staff to maintain appropriate levels of food and drink at all times.

### CONCENTRIX PHILIPPINES

October 2018 – January 2020

Quezon City, Philippines

AT&T UVERSE

Technical Support Representative

- Assisted customers with difficult technical issues requiring a greater level of personalized care and in greater length.

### TELETECH

January 2020 – June 2021

Quezon City, Philippines

Verizon Wireless

Customer Service Representative

- Successfully assisted customers with product selection and purchases.

## EDUCATIONAL BACKGROUND

**BS IN COMPUTER ENGINEERING**

SY : 2014 - 2015

**BS IN INFORMATION TECHNOLOGY**

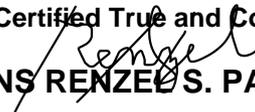
SY : 2017 - 2018

STI College Fairview – Quezon City, Philippines

## Skills

- Cheerfulness & Interpersonal Skills
- Verbal & Written Communication Skills
- Teamwork & Collaboration Skills
- Endurance & Efficiency
- Register Operation & Restocking

Certified True and Correct:

  
HANS RENZEL S. PAGAL