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## **CAREER OBJECTIVE**

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**To obtain a position that will enable me to utilize more my vast knowledge and experiences.**

## **EMPLOYMENT**

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Nov 2021 to Present

**e-Performax**

**Manila, Philippines**

*Customer Service Representative*

*US Telco Account*

- Effectively field complaints about telephone service, wireless reception, dial-up Internet connectivity and billing issues.
- Conduct research into connectivity problems or billing errors to resolve issues.
- Treat customers with kindness, honesty and respect to retain their business.
- Acquire thorough knowledge of the company's services and products to make a good first impression with potential customers

June 2016 to Nov 2019

**LionAir Inc.**

**Manila, Philippines**

*Ground/Ramp Handler*

- Guiding aircraft to and from gates and backing them up for take-off.
- Responsible for loading and unloading of baggage and cargo around the airport.
- Deliver air cargo to appropriate recipient.
- Operate ground support equipment to include tow tractors, tow bars, belt and container loaders, and water/lavatory service trucks and aircraft ground power units.
- Inspect ramp areas adjacent to gates and aircraft for debris and remove/dispose of when found.
- Comply with company and airport security standards.

Sept. 2014 to May. 2016

**Mastercook LLC**  
*Purchasing officer*

**Dubai, UAE**

- Process purchase requisitions / orders within purchasing authority.
- Invite, assess, and award/recommend supplier tenders, bids, quotations, and proposals.
- Establish and negotiate contract terms and conditions, and maintain supplier relationships.
- Prepare and maintain purchasing records, reports and price lists.
- Administer contract performance, including delivery receipt.
- Reconcile or resolve value discrepancies.
- Comply with and maintain knowledge of applicable rules, regulations, standards, and best practices.
- Address staffing resource needs and inventory.
- Develop and maintain constructive and cooperative working relationships with colleagues and management.

August 2011 – June 2014

**KST Canteen**  
*Owner*

**Manila, Philippines**

- Administering all branches to meet concessioner, commissary, catering and delivery requirements.
- Operating 12 hours daily, mainly catering to Filipino food.
- In three (3) years of operations, managed to open three (3) branches respectively.
- Secured turnover of Php 200k (\$4,8k) a month.
- Contributed to provide employment to a total no. of 16x people.

November – Dec. 2009

**Fountain Country Club**  
*Server*

**Florida, USA**

- Responsible for ordering food and liquor, set tables, trays, and delivers food and beverage to the Guests.
- Assist in functions that are catered.
- Responsible for cleaning and filling empty condiment containers.
- Provides a courteous service and is cordial to all team members and guests.

September – Nov. 15, 2009 **Townsend Seafood Restaurant** **Massachusetts, USA**  
*Line Cook*

- Maintain quality standards of food and beverage service by preparing and presenting menu items according to company standards and supervisor's direction
- Ensure clean and orderly workspace by adhering to public health codes, sanitation and safety policies
- Maintain smooth operation of kitchen by verifying product stock and rotating as necessary
- Complete approved closing duties at the end of each day by organizing, cleaning and sanitizing workspace
- Other duties assigned by management.

June – September 2009 **KFC/Long John Silvers** **Wyoming, USA**  
*Cook*

- Adhere to restaurants given recipes and cooking standard at all times.
- Responsible for maintaining accurate food inventories and rotating stock items.
- Performs routine maintenance on equipment, reports any malfunctioning equipment to the supervisor.
- Operates all standard food preparation machines and appliances as normally found in volume food preparation kitchens.
- Helps maintain the cleanliness of work area and facility.

November 2008 – June 2009 **The Phoenician Hotel** **Arizona, USA**  
November 2007- June 2008 *Receiving Clerk*

- Operate forklift and other loading devices to load and unload materials into and off trucks, railway cars and loading docks.
- Perform material handling activities such as: counting, weighing, sorting, packing and unpacking.
- Perform other activities such as, opening containers, filing warehouse orders, assisting in taking inventory, checking materials and scheduling simple assembly.
- Move furniture and boxes and off moving trucks or vans.
- Load, unload and move product by hand or using basic material handling equipment.
- Organize recycling programs within the whole hotel property.

June 2008 – November 2008 **Clarion Fontainebleau Hotel** **Maryland, USA**  
*Public Attendant*

- Maintaining condition and cleanliness of hotel lobby and their surroundings within the section, such as: corridor, patio, grounds.
- Responsible in sweeping, mopping, scrubbing and waxing the floors.
- Responsible in removing scraps, dirt, heavy debris and other refuse.
- Dusting of windows, interior walls, ceilings and furniture.
- Clean and disinfect washrooms and fixtures.
- Vacuum carpeting and area rugs, draperies and upholstered furniture.

July 2007 – November 2007 **Fairmont Sonoma Mission Inn**  
*House Person*

**California, USA**

- Organize and maintain the cleanliness of all storage areas including furniture storage.
- Ensure that all guest deliveries are made properly in a timely manner.
- Delivery, set-up and pick-up of cots/cribs as requested.
- Ensure cleanliness of the exterior of guest cabins & windows.
- Cleaning and resetting of fire places.
- Locking of all closets at the end of the shift.

December 2006 – June 2007 **Hyatt Regency Hotel**  
*Guest Services Attendant*

**Arizona, USA**

- Attends complaints and requests regarding guest rooms, service, and takes corrective action.
- Examine rooms to determine need for repairs, etc. and make appropriate recommendations to superior.
- Observe proper daily scheduling and manning of every guest's floor.
- Ensures the distribution of amenities in required rooms.
- Updates maintenance work consolidation in coordination with Engineering Office.
- Responsible in releasing as many out of order rooms.
- Involve in the preparation and inspection of VIP room.
- Serve as reliever in the absence of floor supervisors.
- Monitor adequate storage of supplies inventory on assigned floors to safeguard against shortage or loss.
- Conducts inventory of linens and guest room supplies.

November 2001 – October 2004 **Manila Hotel**  
*Floor Attendant*

**Manila, Philippines**

- Receives fresh supply of guest room linen and other supplies.
- Renders personal assistance to guest by taking out food trays, serving ice, cleaning shoes, carrying packages, assists in packing and unpacking, giving general information about hotel services and facilities.
- Attends to complains and request regarding guest room and service and refers them to inspectress for prompt corrective action.
- Monitors and update room status and report same to supervisor and telephone coordinator.
- Performs duties common to all non-supervisory personnel and other duties as maybe assigned.
- Sees the adequate supply of guest room items in service area as required for his floor.
- Report defective room accessories and facilities for ASAP repair of their assigned guest room.

## **SEMINARS AND TRAINING ATTENDED**

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LINC International Consulting Group, Safe Working Habits December 2001	Makati, Philippines
Maricopa Food Handler Safety Seminar January 2007	Arizona, USA
Forklift Training Course December 2007	Arizona, USA
NC-II Butchery & Meat Processing April 2016	Cavite, Philippines
ACATECH Support Specialist May 2016	Pasay, Philippines
Global English Assessment Nov 2021	Pasay, Philippines

## **STUDIES**

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1994 – 1996	Mechanical Engineering	Technological University of the Philippines
1983 – 1993	Primary and Secondary	Paranaque Philippines

## **OTHER SKILLS**

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<b>Languages</b>	English Tagalog (mother tongue)
<b>IT</b>	Computer Literate (Office and Excel applications)
<b>Sports</b>	Basketball
<b>Others</b>	Operates different types of forklifts & driving motor vehicles (Philippines and USA driver license holder)