Sheila Mae R. Vinluan

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OBJECTIVES

To make use of my interpersonal skills to achieve goals of a company that focuses on customer satisfaction and customer experience.

SKILLS

Customer Service

Problem Solving

Creativity

Communication Skills

Self-management

Hardwork

WORK EXPERIENCE

SALES STAFF

SBJ Marikina Shoe Exchange Corp. — Feb 2018 - Present

- A commitment to excellent customer service.
- Answering clients concerns and inquiries.
- Taking and entry orders.
- Delivery dispatch in charge.
- Managing shopee account store.

DINING SERVER

Pio's Kitchen Catering Services. -Private Diner — May 2016 - Jan 2018

- Provide excellent customer service to guest.
- Handling customer concern and inquiries.
- Accepting booking reservation.
- Making menu recommendations and set up ideas.

EDUCATION HISTORY

Bachelor of Science in Hotel and Restaurant Management — June 2012 - April 2016

Colegio de Sta. Teresa de Avila

- Dean's lister with GWA 1.44.
- NCII in Housekeeping (2013)
- NCII in Food and Beverage Services (2013)
- NCII in Front Offices Services (2016)

TRAININGS

- 160hrs On the Job Training at City Buffet (2014)
- 130hrs On the Job Training at Alliance Francaise (2015)
- 130hrs On the Job Training at Club Balai Isabel (2016)