CURRICULUM VITAE

CLARIEFFY I. YANGUAS
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OBJECTIVE: To work for an institution where I can build my career utilizing my knowledge and abilities which I have acquired through educational and personal experience, and be integral part of its growth and development in all aspects of living. To help the company achieves its objective by imparting all my knowledge and experiences thereby be an agent of success to the company.

WORK EXPERIENCES:

ABU DHABI COOPERATIVE SOCIETY
Al Bateen, Abu Dhabi City, UAE
July 26, 2019 – February 2021
Position: Merchandizer

Job Description and Responsibilities:

- **Plan and develop merchandizing strategies that balance customers expectations and company's objective.**
- **Analyze sales figures, customer reaction and market trend to anticipate product needs and plan product ranges or stock.**
- **Collaborate with suppliers, distributors to negotiate prices, quantity and time scales.**
- **Maximize customer interest and sales level by displaying product appropriately.**
- **Produce layout plan for store and maintain store shelves inventory.**
- **Optimize sales volume profitability by identifying profitable lines and best seller.**
- **Maintain shelves by removing dated and damaged products.**
- **Monitor stock movement and consider markdowns, promotions, price changes, etc.**
- **Remain up to date with industry's best practices.**

SHOGUN SUITE HOTEL
Pasay, Metro Manila, Philippines
June 2005 – April 2013
Position: FRONT DESK CASHIER / TELEPHONE OPERATOR

Job Description and Responsibilities:

FRONT DESK CASHIER
- **Received and manage reservation made online, telephonically or walk-in.**
- **Verify guest payment method during check-in.**
- **Assign room to guest and inform them of any specials offered by the hotel.**
- **Organize transport services for guest at their request.**
- **Provide guest with information about the hotel.**
- **Keep abreast of attraction that may be of interest to guest.**
- **Check guest In and Out.**

TELEPHONE OPERATOR

- **Answer incoming calls**
- **Direct call to guest room, staff, department through the switch board.**
- **Places outgoing calls.**
- **Received guest messages and deliver the same to the guest.**
- **Take food order from guest.**
- **Keep records of calls placed and received by all department and recording the call charges.**
- **Update directory information.**
- **To be fully aware of and adhere of health and safety procedures.**

KENTUCKY FRIED CHICKEN
Makati City, Philippines
October 16, 2004 – March 16, 2005
Position: SERVICE CREW

Job Description and Responsibilities:

- **Prepare restaurant tables with special attention to sanitation and order.**
- **Attend customer upon entrance.**
- **Take and serve orders.**
- **Collaborate with other restaurant kitchen and cashier staff.**
- **Deal with complaints or problem with positive attitude.**

SKILLS AND KNOWLEDGE:

- **Good in Communication Skills (English, Filipino, Basic-Arabic)**
- **Computer Literate**
- **Strong work experience in Front Desk, Cashier and Customer Service**
- **Knowledge in House keeping and Food and Beverage Services.**
- **Ability to work independently.**
- **A Team player and have excellent interpersonal communication skill.**
- **Strong learning capability and commit to self- development.**

EDUCATONAL BACKGROUND:

COLLEGE - ***University of Makati***
Makati, Philippine
Certificate in Computer Secretarial
SY: 2001 - 2003

SECONDARY - ***Polytechnic Science and Technology High School***
Manila, Philippines
SY: 1997 – 2001

PRIMARY - ***Bangkal Elementary School***
Makati, Philippines
SY: 1991 - 1997

ON THE JON TRAINING:

SAN JUAN PROSECUTOR'S OFFICE
San Juan, Metro Manila, Philippines
November 25, 2002 – February 21, 2003
Position: OFFICE CLERK

PERSONAL INFOMRMATION:

- **Gender : Female**
- **Age : 37 y/o**
- **Date of Birth : August 2, 1985**
- **Civil Status : Widow**
- **Nationality : Filipino**
- **Languages : English, Tagalog**
- **Height : 5'.0''**
- **Passport # : P7458505A**
  Expiry : June 5, 2028

TRAINING AND SEMINAR ATTENDED:

- **Housekeeping and Customer Service**
  TESDA - Manila Philippines
  October 27, 2009

- **Food and Beverage Services**
  TESDA - Manila Philippines
  January 30, 2009

- **Anti-Drug Abuse Seminar**
  Prevention and control
  Shogun - Pasay Philippines
  March 25, 2003

REFERENCES:
I hereby certify that the above-mentioned details are true and correct to the best of my knowledge

Clarieffy I. Yanguas
Applicant