

IMIE PARAS GUTLAY

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PROFILE

Hard-working and reliable worker with three years of experience in the food and beverage industry. Consistently receives positive customer feedback for providing quick, accurate, and friendly service. Eager to use proven skills and experience to help a company grow and succeed.

PROFESSIONAL EXPERIENCE

Apr 2020 – Jan 2021
Kuwait City, Kuwait

ONLINE CUSTOMER SUPPORT, *Jashanmal Trading Company*.

- Answering customer queries,
- Recommending solutions and guiding product users through features and functionalities.
- Resolving the complaints from the customers with a good-mannered conversation

Jun 2016 – May 2020
Kuwait City, Kuwait

SALES ASSOCIATE, *Jashanmal Trading Company*.

- Assist customers with requests in-store and on the phone
- Demonstrate knowledge of products and services to customers
- Greet customers in a friendly and polite manner
- Keep an eye on inventory levels and restock shelves as needed
- Educate customers about current promotions and advertisements
- Ring up customers at the cash register, take payments, and issue receipts
- Stamp, mark, and tag prices on merchandise
- Contribute to the team's daily sales goals

Feb 2011 – Mar 2014
Kuwait City, Kuwait

LEAD BARISTA/ BARISTA, *The Coffee Bean Tea Leaf | Al Ghunaim Trading Company*

- Promotes coffee consumption by educating customers
- Taking and making orders for Coffee/Tea and Pastry items
- Doing daily and monthly inventory of the stocks
- Making daily sales report
- Coaching and guiding new staff

SKILLS

- Customer Service
- Adapt to changes quickly and seamlessly
- Ability to work independently and as part of a team
- Very good at communication
- Attentive listening skills
- Flexible in any working or shifting hours of duty
- Well-versed in oral and written in the English language
- Can handle stress and composure under pressure

EDUCATION

Hotel and Restaurant Service \ 2005 - 2006
Quezon National Agricultural School | Pagbilao, Quezon, Philippines

TRAININGS

HOUSEKEEPING NC II

TESDA | Housekeeping NC II October 3, 2008
Certificate No. 081360245752

HOUSEKEEPING NC II

Filway Skills and Career, Manila, Philippines
July 28, 2008 - September 23, 2008