

ROSE M. ABEROS

Purok 7, Barangay Calingatan,
Mataasnakahoy, Batangas
+639705629329
montoyar144@gmail.com

PROFESSIONAL SUMMARY

I have honed my skills for quality of work at all times for the past 2 years as CUSTOMER EXPERIENCE doing both Inbound and Outbound. Responsible for supporting high-level management or departments. Provides administrative support and performs numerous duties, including scheduling, writing correspondence, emailing, handling visitors, routing callers, and answering questions and requests. Self-motivated with exceptional communication and computer capabilities. Dedicated, hardworking with extensive daily planning and operations experience. Flexible and fast learner that is eager more for personal growth.

SKILLS

- Well versed at Microsoft Office.
- Goal-oriented with strategic thinker.
- Highly reliable self-starter; can be counted on to complete tasks.
- Possess excellent communication and inter-personal skills.

WORK HISTORY

ALORICA INC. PHILIPPINES (June 2019 — Present)

❖ CUSTOMER SERVICE REPRESENTATIVE

- Support customers by providing helpful information.
- Answering questions and responding to complaints.
- Front line of support for clients and customers.
- Help to ensure that customers are satisfied with the products and services.

LIWA TRADING ENTERPRISES LLC (March 2018 — January 2019) UAE

❖ SALES ASSOCIATES

- Greeting customers when they enter the store.
- Helping customers find the specific products.
- Showing how to use the item/products.
- Cross-selling products to increase purchase amounts.
- Ringing up customer purchases on the POS register.
- Achieving established goals. Increasing in store sales.

EMIRATES FAST FOOD COMPANY LLC (JUNE 2015 -JUNE 2017) UAE

❖ COOK/SERVICE CREW

- Consistently provided friendly guest service and heartfelt hospitality.
- Promptly and empathetically handled guest concerns and complaints.
- Demonstrated integrity and honesty while interacting with guests, team members and managers.
- Maintained high standards of customer service during high-volume, fast-paced operations.
- Cross-trained and coordinated scheduling with team members to ensure seamless service.
- Welcome, coach and train the new comers in the company.
- Cashier - managed the POS/cash register.

Fryer

- ★ Prepping the food for frying.
- ★ Watching the fryer to ensure the food does not overcook.
- ★ Maintaining the deep fryer to ensure it is operating correctly and safely.

Assembler

- ★ Preparing ingredients and chopping vegetables required for the dish.
- ★ Checking that the ingredients are safe and consumable.
- ★ Ensuring that the dish is served on time and in a presentable manner.
- ★ Cleaning the work station before and after food preparation.
- ★ Discarding ingredients that have expired and those that are nearing expiry time.
- ★ Maintaining hygiene and safety standards at all time

Griller

- ★ Slicing, cutting, shredding, tenderizing, and skewering meat and vegetables.
- ★ Braising and grilling meat and vegetables.
- ★ Checking that ingredient remain fresh and safe for consumption.
- ★ Preventing cross contamination.
- ★ Preparing meals in accordance with the customer's preferences, if applicable.

SHAKEY's PIZZA PARLOR (2013 - 2015) PHILIPPINES

❖ CASHIER (FRONT OF HOUSE)

- Managing transactions with the customers using cash registers/POS.
- Collecting payments whether in cash or credit.
- Issue receipts, refunds, change or tickets.
- Redeem stamps and coupons
- Cross-sell products and introduce new ones.
- Resolve customers complaints, guide them and provide relevant information.
- Greet customers when entering or leaving the store.
- Handle products returns and exchanges.
- Track transactions on balance sheets and report any discrepancies.

HOTEL NI MANG JOSE (2013) PHILIPPINES

❖ HOUSEKEEPING ATTENDANT (Internship)

- Vacuum, clean, dust and polish guest rooms.
- Make beds, change sheets, remove and replace used towels and toiletries.
- Deliver and retrieve items on loan to guest e.g., iron and ironing boards.
- Stock and sort supplies.
- Perform rotation cleaning duties as required.

EDUCATION

Cristo Rey Institute for Career Development (San Jose, Batangas, Philippines 2011- 2013)

❖ HOTEL and RESTAURANT SERVICES (Associate Degree)

CERTIFICATION

- **INSTRUCTIONAL ASSISTANTS** (International Baccalaureate)
- **National Certificate II** (Commercial Cooking, Housekeeping & Food and Beverages)
- **HACCP** (Hazard Analysis Critical Control Point) Certificate

I hereby certify that the above information is true and correct based on my knowledge.

Rose M. Aberos