

# Manual, Manuel Guevarra

Riyadh, Saudi Arabia

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## Summary

Dependable team members trained in register operations and customer service. Contributes to smooth front-end operations and goes beyond requirements to handle customer needs. Reliable, team-oriented, and efficiently completes assignments.

## Personal information

**Birthdate**    January 25, 1980  
**Gender**        Male  
**Civil Status** Married  
**Height**        162.54 cm  
**Weight**        75 kg  
**Nationality**   Filipino  
**Religion**      Catholic  
**Country**       Philippines

## Educational Attainment

**College Level (Undergraduate)**  
**Computer Technician**  
**Laguna Santiago Educational Foundation**  
**Sta. Cruz Laguna**  
**1997/05 - 1998/02**

**High School Diploma**  
**Pedro Guevarra Memorial National High School**  
**Sta. Cruz Laguna**  
**1996/05 - 1997/03**

## **Work Experiences**

### **Sales Consultant / Present Job**

***Rentokil Initial Pest Control Services - Riyadh Saudi Arabia***

#### ***Duties and Responsibilities***

- Implement the sales strategy developed by the Sales Manager to attain the monthly sales targets, goals, renewals, and profitability.
- Identify potential clients and business opportunities by prospecting the market.
- Deliver sales presentations for prospects in a professional and effective manner and inform them how they can benefit from having the safest sustainable solution for health, property, and the environment through their use of Company services.
- Survey premises to estimate technical requirements and pricing when needed.
- Develop ideas and create offers for target clients using all necessary marketing tools.
- Present new products and services to existing clients and enhance client relationships through preplanned courtesy calls and visits.
- Respond to client's needs and follow up with all concerned parties on all aspects of their requests.
- Educate clients on the processes that will enable them to gain the most value from Company services.
- Prepare detailed offers, follow up till the offer becomes a contract, and handle after-sales follow-up.
- Handle renewals of contracts, when applicable.
- Communicate effectively new sales and renewals to the Operations Department.
- Handle the client's data accurately and timely on systems.
- Document and deliver weekly and monthly sales reports.
- Participate in events and exhibitions to promote the company's services.

### **Supervisor Feb 2018 - March 2020**

***Rentokil Initial Pest Control Services - Riyadh Saudi Arabia***

#### ***Duties and Responsibilities***

- Maintain a high quality of service and good customer relationships.
- Giving instructions and ideas to all technicians and even to the customers
- Conducting inspections, submitting reports, and giving recommendations to customers.
- Dispatching and giving schedules to the technicians.
- Facing customer pest problems and applying the best solution to resolve it.
- Supervise and assist the technician's work and activities.
- Attend or arrange meetings with the customers to improve the services and relationships.

- Giving and accepting calls from customers for the schedule of inspections and treatments.
- Monitoring of all customer feedback and technicians' report to easy response or to prevent any problems from the customers.

### **Driver and Pest Control Service Technician June 2012 –Feb 2018**

***Rentokil Initial Pest Control Services - Riyadh Saudi Arabia***

#### ***Duties and Responsibilities***

- Greet and talk to the costumers politely
- Inspect all areas for possible pest access and activity
- Determine the type of pests and treatment needed to eliminate pests
- Spray or apply pesticides directly to the infested areas with care
- Areas with a heavy infestation of pests should be treated thoroughly
- Use correct pesticides for indoor and outdoor use only
- Inform the customer about the precautionary measures of pesticides and what they should do before and after treatment
- Apply the best solutions, techniques and extra effort for eliminating pests to satisfy the customer
- Always maintain the good image, dress well and face the customer as a professional
- Give same ideas and recommendation to the customers about pest and how to prevent it
- Record all work activities performed

### **Driver September 2002 - June 2011**

***MEDSIL ENTERPRISE - Lipa City Batangas***

#### ***Duties and Responsibilities***

- Driving and operating of a truck with a patented lift mechanism to load and unload items at customers' sites
- Accept add on- deliveries required to meet business needs
- Perform other duties and responsibilities as assigned, check the accuracy and stability of the load
- Restock the machine to the proper level
- Maintaining accurate stock levels
- Invoice and collect monies and settle all accounts daily.

### **Waiter July 1998 - December 2000**

***VIA MARE CATERING CO.- PICC Pasay City Manila***

#### ***Duties and Responsibilities***

- Serves meals to patrons according to established rules of etiquette,
- Working in a formal setting
- Presents menu to diner

- Suggesting dinner courses, and appropriate wines and answering questions regarding food preparation
- Writes order on check or memorizes it.
- Relays order to kitchen and serve courses to kitchen and service bars.
- Garnishes and decorates dishes preparatory to serving.
- Serves patrons by chafing dishes at the table
- May carve meats, bones fish, and fowl and prepare flaming dishes and desserts at patrons' tables.
- Observes diners to respond to any additional requests and to determine when the meal has been completed.
- Total bills and accepts payment or refers patron to cashier (clerical).

**TRAINING AND SEMINARS March 21 2006**

***Executive Technical Consultants Trade Test and training center as a (WAITER)***

***EXECUTIVE TECHNICAL CONSULTANTS TRADE TEST AND TRAINING CENTER, INC.***

***Trade test specialist, training and skills upgrading, technical services/ WORLD CLASS  
FILIPINO WORKFORCE***