



Patricia Ann Dominique D. Calabon

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PROFESSIONAL SUMMARY

Working in the customer service industry made me understand how to handle different people and manage everything they need at the same time. I am currently managing my own restaurant, whereas my skills and experience is enhanced.

SKILLS & PROFICIENCIES

- Received an average 85% customer satisfaction rating to date.
- Handle 20+ customer interactions per day, giving detailed, personalized, friendly & polite service to ensure customer retention
- Efficient in MS Word, Excel, Powerpoint, etc.
- Kept my team composed and efficient during holiday season, maintaining a 95% customer satisfaction rate.
- Remain courteous and calm at all times, even during moments of intense customer displeasure

CERTIFICATION

- National Certificate II (NCII) for Food and Beverage
- TESDA Certificate of Training in English Proficiency Program.
- Acquired Hospitality Professional Certificate American Hospitality Academy

EDUCATIONAL BACKGROUND

Lyceum of the Philippines University - Laguna
Bachelor's Degree in International Travel and Tourism Management
2018
Graduated as Best Thesis 2018

Canossa College
2014
Graduated with Distinction

WORK HISTORY

Owner/Manager

Klōve

September 2021 - Present

in charge of planning and managing marketing campaigns that promote the restaurant's brand, products, and services, including planning campaigns, analyzing metrics, and identifying trends. Works closely with sales the team by delivering superior food and beverage service and maximizing customer satisfaction and responding efficiently and accurately to restaurant customer complaints to foster high customer satisfaction and generate profit.

Customer Service Representative

Teleperformance

October 2022- January 2023

Provides a positive customer service experience that meets the needs of members by educating them on products and services. Supply individuals with details about the extent of their health insurance coverage.

Acadsoc

ESL Teacher

October 2020 - September 2021

Taught ESL to 230 students of diverse cultural backgrounds in an international classroom. Employs a variety of instructional techniques and instructional media, consistent with the physical limitations of the location provided and the needs and capabilities of the individuals or student groups involved.

Starbucks Coffee

Barista

February 2019 - November 2019

Perform multiple job duties and provide excellent customer service. providing legendary customer service to all customers. Maintaining a clean and comfortable store environment.