

LEIRA VERTUDES FRANCO

OBJECTIVE

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately that will contribute to the business success and growth.



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EDUCATION

Rizal High School, 2007

AMA Computer College, 2008

Bread and Pastry Production, Pasig City Livelihood (2014)

Japanese Language and Culture N1
Tesda, 2021

Barista NC2 Tesda, 2021

SKILLS

GDS/AMADEUS
MICROSOFT WORD
POWERPOINT
MICROSOFT EXCEL
GOOD COMMUNICATION SKILLS
EXCELLENT ATTENTION TO DETAIL
LIVE CHAT AND EMAIL MANAGEMENT
SALES
DATA ENTRY
TIME MANAGEMENT
CUSTOMER SERVICE

EXPERTISE

FLIGHT RESERVATION
CUSTOMER SERVICE
SOCIAL MEDIA MANAGEMENT
QUALITY CONTROL
LIVE CHAT AND EMAILS
BACK OFFICE

EXPERIENCE

SERVICE CREW/WAITRESS

- Greeting guests and taking drink and food orders.
- Staying attentive to the needs of guests in the dining area.
- Delivering food from the kitchen to the guests.
- Ensuring the food order is made correctly by kitchen staff and looks presentable for guests.
- Following health code standards with regards to the handling of food
- Performing shift duties like delivering racks of cups to the service station, rolling silverware, pre-bussing tables, wiping tables and removing debris

AMANG PULO
SEAFOOD DAMPA

FEB 2006-
JULY2007

SALES ASSOCIATE

- Responsible for selling products or services while providing excellent customer service. Sales associates perform an important role in the overall customer experience by helping with sales, customer inquiries, merchandising, and store maintenance.
- Serves customers by helping them select products. · Drives sales through engagement of customers, suggestive selling, and sharing product

HUF FASHION
GREENHILLS
SHOPPING CENTER/
SM DASMA
OCT 2007- JUNE
2010

EXPERIENCE

BUTCHER

- Cutting, grinding and preparing meats for sale. Cleaning and maintaining tools and equipment and ensuring displays and signage are accurate and attractive. Weighing, packaging, pricing, and displaying products. Keeping records, budgets, and inventory.

SM
MEGAMALL
SUPER
MARKET
JULY 2010 -
FEB 2011

SERVICE CREW/CASHIER

- Provides a positive customer experience with fair, friendly and courteous service. Taking orders .
- Prepare and serve food, process customer payments.

JOLLIBEE
FOODS
CORPORATION,
MANDALUYONG
FEB 2011-
MARCH 2012

SALES STAFF/PROMODISER/PUSH GIRL

- Serves customers by selling products and meeting customer needs.
- Responsible for assisting customers throughout the buying process.
- Greet customers when they enter the store, helping customers find specific products or showing them how to use them.

NUTRI ASIA
ORANBO,
PASIG
JUNE 2012-
AUGUST
2014

CUSTOMER SALES REPRESENTATIVE

- Customer Service Representatives are responsible for managing various customer issues.
- Flight, hotel and car rental account
- International account

TELE-
PERFORMANCE
ROCKWELL
BUSINESS
CENTER, ORTIGAS
AUGUST 2016-
AUGUST 2017

CUSTOMER SERVICE REPRESENTATIVE

- Customer Service Representatives are responsible for managing various customer issues.
- Online Education expert
- International account

MAGELLANS
SOLUTION
ONE SUMMIT
TOWER,
MANDALUYONG
APRIL 2018- NOV
2019

CUSTOMER SERVICE REPRESENTATIVE

- Customer Service Representatives are responsible for managing various customer issues.
- Travel Associate
- GDS expert
- International account

IGT PHILIPPINES,
WORLD
CORPORATE
CENTER
MANDALUYONG
NOV 2020 - JAN
2022

CHAT SUPPORT REPRESENTATIVE

- Customer Service Representatives are responsible for managing various customer issues.
- Respond to customer's concern through email
- International account

DRIPDESK ASIA
INC.
MCKINLEY,
TAGUIG
JAN 2022 - JULY
2022