

# JESSE CEZAR MALLARI

## SUMMARY SKILLS

I am an experienced customer service professional with relationship building experience. As a highly competent person, I always excel on the job that I do. I always bring a serviced-focused, knowledgeable and hardworking attitude to my job. I am an expert in identifying customer needs to deliver effective solutions to their concern.

+ (974) 709-755-97

✉ mallarijessecezar@gmail.com

📍 Ezdan Hotel Tower 1  
Doha, Qatar

## WORK EXPERIENCE

### **SUPERVISOR IN CHARGE ISLA MEXICAN KITCHEN / DALLOYAU PARIS UNITED DEVELOPMENT COMPANY 2022-PRESENT**

- I am responsible on giving a valuable and highly efficient customer service.
- I have honed my ability to efficiently and courteously serve customers, ensuring their satisfaction with each interaction.
- I am committed to maintaining the highest standards of cleanliness, hygiene, and safety while adhering to the company's protocols and guidelines.

### **SALES ASSOCIATE & TEAM LEADER/ SM MALLS PH 2013 -2021**

- Selling and promoting the products to the customers.
- Receiving and recording the stocks delivered in our system.
- Consistently exceeded sales targets while building and maintaining positive relationship with the customer.
- with multiple Customer Service Awards with Certificates
- awarded with Exceptional Positive attitudes towards work.
- Tasked as the team leader in our branch and handle all the reports, inventories and monthly quota of my team.

## EDUCATION

### **SECONDARY EDUCATION**

San Isidro High School  
San Isidro, Sta. Ana Pampanga  
2001-2007

## ACHIEVEMENTS AND AWARDS

### **EMPLOYEE OF THE MONTH**

*awarded as Best Employee at  
Isla Mexican Restaurant Doha Qatar 2023*

### **BEST IN CUSTOMER SERVICE**

*awarded as Best in Customer Service at  
SM Malls Philippines 2017*

- Best in Customer Data Collection (2020)
- Customer Service Awards (2017)
- Rookie of the Year (2016)
- Masstige Fragrances Performance Award (2015)
- Certificate of Recognition (2014 and 2015)

## SKILLS

- Customer service
- Active Listening
- Empathy
- Problem Solving Skills
- Attention to details
- Time Management
- Knowledgeable
- Fast Learner
- Positive Attitude
- Sales Strategy Skills
- Good Communication Skills
- Team Player

## REFERENCES

Marivic Orcales  
Store Manager at Isla Mexican Restaurant

Callie Alfeche  
Sureway Account Supervisor