

ROLDAN O. RIEL



Information

- ◆ Gender: Male
- ◆ Birthday: 08/21/1998
- ◆ Location: San Miguel, Manila Philippines
- ◆ Contact: 09171649512
- ◆ E-Mail: danriel211998@gmail.com

ACHIEVEMENTS

- ◆ Elementary Class Validictorian
- ◆ With Honor Secondary
- ◆ 1st year Dean Lister
- ◆ Most Reliable employee (Interglobe Technologies)
- ◆ Top Team for Q1 (HelloConnect)
- ◆ Best in Malasakit (McDonalds, Philippines)
- ◆ Crew of the Month and Best in Production

Evaluation

- ◆ With excellent professional achievement, being one of the top agent and Team
- ◆ Good communication and coordination skills and certain writing skills
- ◆ Have working experience in BPO companies, and be familiar with the relevant business processes of Airline and Customer Service

Character Reference

Fe Veronica Herrera (09175254672)

Team Leader

Jan Micheal Martinez (09268756359)

QA Coach

Education

April 2015 - April 2019

Philippine State College of Aeronautics

◆ Bachelor of Arts Major in Aviation Logistics

Experience

Company: *McDonalds Philippines*

Position: Service Crew **Address:** C.M. Recto Avenue, Manila Philippines

Date hired: December 1, 2016 – March 15, 2019

Job Description / Duties and Responsibilities

- Responsible for providing quality food preparation.
- Responsible in dispatching food. And assigned in receiving stocks.

Company: *Cargo Bayan Company*

Position: Practicum

Address: Quiapo, Manila

Job Description / Duties and Responsibilities:

- Receiving deliveries going to warehouse.
- Responsible in loading and unloading the cargo
- Separating cargoes per destination.
- Putting label on the cargoes

Company: *Inter Globe Technology*

POSITION: Airline Travel Consultant

Date hired: June 2019 – October 2020

Job Description / Duties and Responsibilities

- Accommodating different passengers for the information needing for the travel
- Searching flight availability
- Booking and Rescheduling the flight of the passenger

Company: *HelloConnect*

Date hired: Feb 2022 – Present

POSITION: Customer Service /Subject Matter Experts

- Accommodating customers concern with regards with their subscription
- Assisting new agents and calibrating all agents especially with the updates and Sending reports for Canada statics