

Joseph Buena

09167068637 | Jhepbuena23@gmail.com | Quezon City , Philippines 1119

PROFESSIONAL SUMMARY

Detail-orientated service crew adept at making critical decisions, managing deadlines and conducting team reviews. With expertise in analysis and quantitative problem-solving skills, dedicated to company growth and improvements.

EXPERIENCE

Service Crew Member, Jollibee , March 2013-April 2014

Montalban, Philippines

- Greeted customers with a warm and friendly welcome when entering the establishment.
- Communicated promotions, daily specials, deals and menu highlights to customers while taking orders.
- Stayed strictly within food hygiene regulations, safety procedures and sanitary requirements while preparing and serving food.

Packaging Clerk, Robinson's Galleria , June 2015-November 2015

Ortigas, Philippines

- Handled customer concerns and escalated major issues to supervisor.
- Identified issues, analysed information and provided solutions to problems.
- Resolved customer queries and problems using effective communication and providing step-by-step solutions.

Security Guard, Robinson's Supermarket , November 2015-October 2016

Quezon City , Philippines

- Secured personnel and premises by inspecting buildings, patrolling property and monitoring surveillance cameras.
- Monitored and authorised entrance and departure of employees, visitors and other persons by verifying identification and controlling entry and exit points.
- Observed ancillary service providers, confirming facility and equipment usage within agreed terms and conditions.

Security Guard , Marco Polo Forbes 5 Star Hotel, December 2016-December 2017

Ortigas, Philippines

- Monitored premises and recorded activity in daily officer report for submission to security supervisor at close of shift.
- Followed established security and safety procedures and posted orders to enforce company rules, policies and regulations.
- Monitored and authorised entrance and departure of employees, visitors and other persons by verifying identification and controlling entry and exit points.

Security Guard, Maridien Towers Condominium , March 2018-I currently work here

Quezon city, Philippines

- Completed preventive maintenance to achieve stable surveillance systems.
- Monitored and authorised entrance and departure of employees, visitors and other persons by verifying identification and controlling entry and exit points.
- Secured personnel and premises by inspecting buildings, patrolling property and monitoring surveillance cameras.

CORE QUALIFICATIONS

- Attentive customer service
- Ability to stand for long hours
- Quality assessing
- Customer service

EDUCATION

Certificate of Higher Education

Food and Beverages Barista , Technical Education and Skills Development ,
Quezon City Philippines March 2013 - August 2013

Diploma of Higher Education

Saint Vincent , Quezon City Philippines June 2008 - April 2012