

## **Diana-Rose A. Ramirez**

#267 Arellano St. San Nicolas Angeles City, Pampanga

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## **OBJECTIVES**

**Seeking a challenging opportunity where I will be able to utilize my strong organizational skills, my educational background and ability to work well with people, which will allow me to grow personally and professionally.**

## **KEY SKILLS AND CHARACTERISTICS**

- Highly proficient in spoken and written English
- Microsoft Office (Word, Excel, PowerPoint)
- Knowledgeable on handling people
- Well experience in retail, sale and food serving.
- Knowledgeable enough how to do stock take.
- Excellent presentation ability
- Excellent providing good customer service satisfaction.
- Knowledgeable enough how to handle people with disability, toddler, infant, and geriatric or older person.
- Preparing food, bathing, grooming, and preformed housekeeping like cleaning and laundry.

## **EDUCATIONAL BACKGROUND**

Sto Rosario Elementary School  
1992-1998  
Primary Education

Republic Central Colleges  
1998-2003  
Secondary Education

Republic Central Collages  
2003-2007  
Bachelor of Science in Commerce Major in Management

System Plus Collage Foundation (Vocational)  
June-December 2023  
Caregiver

## WORK EXPERIENCES

### Rafael Lazatin Memorial Medical Center (OJT)

- Monitoring vital sign and random blood sugar (RBS)
- Taking care of patients need
- Monitoring electrocardiography on patients
- Cleaning the wound of the patients
- Implemented schedule across all wards for there monitoring schedule.

### Emirates National Oil Company (Shift Supervisor) (Jan-2016 to May-2022)

- Responsible for the site operation of the shift and filing documents.
- Receiving, returning, and checking of stocks availability in the store
- Entering invoices, monthly overtime of the staff, logging for the store issue in the system and monthly report
- Preparing monthly report for the waste food product like coffee hotdog etc.
- Preparing serving sandwich and coffee to the customer
- Analyzing stock take report and handling customer complaint.
- Ensuring that the all the communication for the head office or important mail was communicated to the staff.
- Encouraging the staff to promote or upsell to reach the monthly target.
- Ensure that the staff follow the standard procedure or policies of the company.
- Make sure all staff provide excellent customer service.

### Emirates National Oil Company (Sales Assistant) (Feb-2011 to Dec-2015)

- Doing Cashiering
- Maintaining Store cleanliness
- Checking expired items
- Receiving, returning, and checking of stocks availability in the store
- Excellent in customer service
- Preparing hotdog sandwich and assisting customers
- Promoting and upselling to ensure that we achieve our monthly target.

## **SEMINARS and TRAINING ATTENDED**

- **Personal In Charge Training (21-April-2015 to 20-April-2020)**
- **Stock Take Training (5-November-2017)**
- **First Aid Training (07-October-2019 to 30-September-2022)**
- **Fire Fighting Training**
- **Basic Food Hygiene**
- **Managing Customer Service**
- **Site in Charge Fire Emergency Response (29-April-2017 to 28-April-2019)**
- **Sharjah Food Safety Program (31-July-2016 to 30-July-2019)**

## **PERSONAL INFORMATION**

**Date of birth : 06 February 1985**

**Place of birth: Angeles City Pampanga**

**Height : 5'4**

**Civil Status : Single**

**Religion :Roman Catholic**

**Language : Tagalog, English and Kapampangan**

## **CHARACTER REFERENCES**

**Giovanni L. Aquino**

Engineer IV

City Engineer Office at Angeles City Pampanga

09499984209

**Michael G. Catanus**

Supervisor ENOC

09164512279

*I hereby certify that the above information contained herein is true and correct to the best of my knowledge.*

Diana-Rose A. Ramirez

Applicant's Signature

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