

RACHEL MARIE D. BALDE

Purok1 Brgy. San Mateo Quirino, Isabela, Philippines

+63 906 495 3264

rachelbalde3@gmail.com

Dear Hiring Manager,

My name is Rachel Marie D. Balde, and I'm interested in applying for a cleaner or any position available in your company. I have two years of experience in the field of cleaning and a continuous desire to hone and improve my skills. I'm confident I can be a valuable member of your staff. While I have excelled at maintaining several houses for my previous employer, SMASCO-RAHA, I'm interested in moving to a job that provides a world-class mindset and would help me save for my family's future.

My professional experience has allowed me to develop several role-related skills, including attention to detail and time management, so I can provide reliable, high-quality service for all customers. I have had extensive work experience in the office environment and household chores, giving me varied skills and the ability to work with many different types of people.

I understand that any job can be physically demanding role, I am physically fit and possess the strength and stamina required to execute my duties with accuracy for the duration of my shifts, ensuring all customers receive the same level of care. I'm a positive team member, and I always pay close attention to the instructions to ensure safety. I am excited to learn new techniques from other members of your staff.

Thank you for your time and consideration. I look forward to hearing from you soon. If you're interested in learning more about my credentials, please call me at +63 906 495 3264 or send me an email at rachelbalde3@gmail.com.

Sincerely,

Rachel Marie D. Balde

Applicant

BALDE, RACHEL MARIE D.

Purok 1, Brgy. San Mateo Quirino, Isabela, Philippines
rachelbalde3@gmail.com
+63 906 495 3264

PROFESSIONAL SUMMARY

An energetic, motivated, friendly Cleaner with 2 years of experience dealing with different customers and most requested by clients due to work ethic. An efficient Customer Service Representative with almost 7 years' experience, committed to providing high-quality service for all types of customer inquiries including sales and customer care, and maintaining customer satisfaction. A devoted and caring Volunteer Caregiver for elderly for about 6 years. I'm a confident, hard-working and dedicated employee. Willing to work overtime if needed. Excellent capacity to retain new things.

EXPERIENCE

Mr. Abdulatif Alrasheed

Manila, Philippines
August 2023 – present

Secretary

- Acting as first point of contacts for callers, dealing with emails, chats and phone calls, passing messages to the boss.
- Booking and arranging travel, transport and accommodation for the applicants.
- Reminding the manager and workers of important tasks and deadlines.
- Typing, compiling and preparing reports.
- Cash handling and filing expenses.

Alkasafe Water Refilling Station & Laundry Service (Legazpi Tourist Inn & Daraga Tourist Inn, Albay Phil.)
May 2022 – August 2023

Laundress

- Sorted, washed, dried and folded numerous hotel laundry items.
- Wrapped the cleaned hotel linens for delivery.

SMASCO-RAHA

Al Hofuf, Kingdom of Saudi Arabia
February 2020- February 2022

On-Call Cleaner

- Traveled and visited two client's house each day to complete cleaning.
- Performed changing of bed linens, vacuuming, mopping floors, window cleaning, tidying clutter, sanitizing surfaces, removing trash and carpet cleaning.
- Strong time management, attention to detail and meticulously use of proper safety procedures.
- Performed final check to the house before leaving.

TESDA-ISAT

Isabela, Philippines
December 2017 – June 2018

TESDA Training and Part-time Kitchen Helper

- Spent time furthering my education through technical education and skills development.
- Trained in food preparation and cooking.
- Cleaned and sanitized the food preparation area based on hygiene codes and health safety standards.
- Washed, disinfect and stored properly the kitchen utensils and equipment.
- Operated variety of kitchen appliances and utensils.

Isabela, Philippines
May 2015 – November 2017
August 2008 – May 2011

Full-time Caregiver

- Took time away from professional career to act as full-time caregiver to my elderly relative.
- Assisted relative with daily task such as feeding, bathing, dressing and grooming.
- Administered medications as prescribed by the physician.
- Checked vital signs on a regular basis to gauge recovery progress.

Pilipinas Telesrv Inc.
(Service provider of Globe Telecom)
Manila, Philippines
June 2011 – April 2015

Customer Care Officer

- Received Certificate of Recognition as Top Performer of the Globe Call-through Services. (May 2013).
- Received Plaque of Recognition for Perfect Attendance Without Leave for the year of 2013; Globe Call-through Services.
- Worked as Customer Service Representative for Touch Mobile Customer Hotline and Globe Repair Call-Through Hotline.
- Responded efficiently to callers with positive attitude and applied proper telephone etiquette.

- Ensuring all files are protected and secured.
- Managed job stress, calming angry or upset subscribers and employed elevated listening skills to soothe customers irritations.

PCE Corp., (Service provider of Citibank Philippines)
Quezon City, Philippines
April 2006 – August 2008

Senior Telesales Representative

- Responded promptly and accurately to customers inquiries and complaints on features and benefits of their existing credit cards.
- Built rapport and generate sales that may better suit to cardholders needs.
- Maintained up-to-date knowledge of bank policies, account changes, promos and upgrades of credit cards.
- Utilized software, data base, scripts and tools appropriately.

Avida Land Corp., (Ayala Land Inc.)
Makati City, Philippines

Sales Consultant

- Promoted condominium units and generate sales to potential buyers.

SKILLS

- Attention to details
- Baking and Cooking
- Customer Service Skills
- Flexibility
- Hardworking, Honest and Reliability
- Typing
- Ability to work independently and in a team.
- Housekeeping and Laundry Skills
- Fast Learner
- Time Management
- MS Office

EDUCATION

June 2017 – October 2017	Bachelor in Secondary Education (BSED) in Social Studies; 18-Prof. Units Isabela Colleges Inc., Philippines
June 2002 – October 2005	Bachelor of Science in Business Administration (BSBA) Marketing University of the East-Manila, Philippines

CERTIFICATES

- Teaching English as a Foreign Language (TEFL Certificate)
- Trainer’s Methodology 1, TM
- Bread and Pastry Production NCII
- Cookery NCII

PERSONAL INFORMATION

Date of Birth : June 23, 1985
Nationality : Filipino
Religion : Christian
Civil Status : Married
Height : 152cm
Weight : 110lbs.
Language Spoken : Filipino (Primary), English (Secondary)
Passport Expiration : February 14, 2029

CHARACTER REFERENCE

Almalyn Zapanta
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Ma. Rizalina A. Pecayo
Manager
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