

ROSPER JOHN R. MACABALES

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SUMMARY

Works great alone or with others and consistently exceeds expectations. Hardworking and trustworthy individual seeking team-oriented environment. Adept in multitasking and maintaining grace and efficiency in high-pressure situations to serve customer needs, deliver exceptional service and boost business revenues. Service-focused food service worker dependable in working shifts and helping others. Skilled in setup, cleaning and breakdown of different spaces. Good with support tasks and direct customer work. Goal-driven Analyst polished in managing and breaking down large volumes of information. Proactive at heading off issues in operations, workflow and production by uncovering trends affecting business success. Over 12 years of experience in BPO industry. Analytical professional with technical knowledge and critical thinking skills to thrive in data-driven environments.

SKILLS

- Food Handling safety
- Quick Learner
- Order Entry
- Customer Assistance
- Dish Preparation
- Order Processing
- Excellent Work Ethic
- Can complete work effectively and Proficient in MS Office Applications
- Data Research and Validation efficiently.
- Analytical Thinking
- Team player
- Root Cause Analysis

EXPERIENCE

Food Counter Attendant, Morning Breeze Cafe and Restaurant, Apr 2009-Jul 2010

- Greeted customers and provide assistance with menu selections
- Cleaned and sanitized kitchen equipment according to health regulations
- Provide excellent customer service by responding promptly to inquiries and requests for assistance
- Performance opening and closing duties such as cleaning work surfaces, restocking

Business Quality Reporting Analyst, UBIQUITY GLOBAL INC, May 2023-February 2024

- Gather and analyze data for the company
- Deliberate findings for data analysis
- Report finding for improvements of the Company.
- Documented procedures for performing tasks such as data collection and manipulation.
- Maintained user confidence and protected operations by keeping information confidential.

QUALITY ASSURANCE SPECIALIST, PANASIATIC SOLUTIONS, March 2011 -April 2023

- Monitor and Evaluates Calls for Quality outcomes
- Coach Agent for better Quality calls
- Consulted with management and personnel to educate on QA standards.
- Developed and maintained quality assurance protocols, processes and procedures.

- Coordinated activities with other departments related to product release decisions.

EDUCATION AND TRAINING

DOÑA HORTENCIA SALAS BENIDECTO NATIONAL HIGHSCHOOL 2004

BACHELOR OF SCIENCE IN NURSING
COLEGIO SAN AGUSTIN BACOLOD 2009

CHARACTER REFERENCE

GENEVIEVE R. BONITA - SUPERVISOR
JACK'S DRIVE-IN
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DISCLAIMER

I hereby certify that the above information and data are correct and true to the best of my knowledge and capacity.