

Dear Sir / Madam,

Please accept this letter as an expression of my interest for **any available position** that will fit my background and qualifications. I am a hardworking and dedicated, Sales & Customer Service Professional. Enclosed is my resumé, which describes my academic background and professional experience to date. As my resumé entails, I have a Bachelor's Degree in Entrepreneurship. I have more than 9 years of significant experience and expertise in Business Process Outsourcing and Food & Beverage – Hospitality industries in the Philippines.

I am currently employed as a **Customer Service Representative** at AFNI Philippines - One of the leaders in Business Process Outsourcing in Metro Manila, Philippines. Prior that, I worked as a **Subject Matter Expert, Technical Support Representative, Manager – Trainee** and as a **Service Crew** on the earlier stage of my career in the Philippines. Which enhanced my knowledge and skills on my chosen field of expertise.

Below is a brief outline of my background and qualifications for your review;

- 6 years and 2 months of significant experience and expertise in Food & Beverage – Hospitality industry in the Philippines (McDonald's).
- 3 years and 8 months of on-going experience in Business Process Outsourcing industry in the Philippines.
- Proven hands-on experience as a Subject Matter Expert, Technical Support Representative, Manager – Trainee and as Service Crew.
- Demonstrated the ability, knowledge and expertise in Quick Service Restaurant Operations.
- Attended in-house trainings and seminars for professional development.
- Computer Literate: Knowledgeable in basic Microsoft Office Programs and other relevant applications.
- Bachelor of Science in Entrepreneurship graduate.
- Excellent verbal and written communication skills.
- Excellent organizational and time management skills.
- Exceptional ability in following Standard Operating Procedures and established processes.
- Professional and friendly with the ability to resolve issues quickly.
- A quick-learner and capable of handling responsibilities with minimum supervision.
- Highly efficient with a strong passion in the field of Sales Customer Service.
- Strong work ethic and goal oriented.
- Proven experience working in a multi-cultural and fast paced environment.
- Willing to relocate, be trained and work in Canada.

I believe that my background and professional experiences provide a solid foundation for the position that you require.

If you need more information, you can contact me by email at deguzmanjeffrey198922@gmail.com or on mobile at nos. +63 977 364 1997.

Thank you for your time and consideration. I am looking forward to discuss how I could put my skills and experience to work and help move your organization forward.

Sincerely,

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OBJECTIVE: I am a hardworking and dedicated, Sales & Customer Service Professional with a Bachelor's Degree in Entrepreneurship. I have more than 9 years of total work experience in Business Process Outsourcing and Food & Beverage – Hospitality industries in the Philippines. Seeking for **any job opportunity** that will fit my background and qualifications.

SKILLS SUMMARY:

<u>Process Implementation</u>	<u>High sense of loyalty and integrity</u>
<u>Sales & Customer Service</u>	<u>Ability to Multitask</u>
<u>Complaint Management</u>	<u>Critical and Methodical Thinking Skills</u>
<u>Data Entry & Verification</u>	<u>Ability to work and remain calm under pressure</u>
<u>Strong Attention to Detail</u>	<u>Communication Skills: Oral and Written</u>
<u>Training & Mentoring Skills</u>	<u>Interpersonal Skills</u>
<u>Food Safety and Handling</u>	<u>Quick-learning ability</u>
<u>Time Management</u>	<u>Leadership and Coordination Skills</u>
<u>Organizational Skills</u>	

Computer Literate: Knowledgeable in basic Microsoft Office Programs other relevant applications.

RELEVANT WORK EXPERIENCE:

Position Held : **Manager** - Trainee
Company : McDonald's
Industry : Food & Beverage - Hospitality
Location : Commonwealth Ave., Quezon City, Metro Manila, Philippines
Period : June 2019 to January 2020

- Ensured that health and safety protocols are adhered to.
- Maintained a meticulous record of income and expenses.
- Ordered ingredients in the correct quantities for the Front and Back of the House operations.
- Communicated with customers to receive feedback and manage complaints.
- Opened and closed the restaurant on time.
- Employed knowledge and skills on food and beverage handling.

Position Held : **Service Crew**
Company : McDonald's
Industry : Food & Beverage - Hospitality
Location : Don Antonio Heights, Quezon City, Metro Manila, Philippines
Period : November 2013 to May 2019

- Served food and beverage orders in a prompt and efficient manner.
- Attended to all guests' needs and ensured that food, and beverage orders taken are complete and correct.
- Ensured that food and beverage ordered by guests are served on time within the company's standards.
- Processed food & beverage orders using the cash register (POS).

- Responsible for the cleanliness and completeness of table set up following the company's standards.
- Ensured that guests in section assigned settles their bill.
- Displayed the superior qualities of a company's staff and its core values.

OTHER WORK EXPERIENCE:

Position Held : **Customer Service Representative**
 Company : AFNI Philippines
 Industry : Business Process Outsourcing
 Location : SM Fairview Tower 4, Quezon City, Metro Manila, Philippines
 Period : May 15, 2023 to Present

- Assist customers in Verizon, responded to their bill concerns, inquiries on devices or mobile issues that requires troubleshooting.
- Communicate to customers through various channels.
- Acknowledge and resolve customer complaints.
- Maintain a positive, empathetic, and professional attitude toward customers at all times.

Position Held : **Subject Matter Expert**
 Company : Teleperformance Philippines
 Industry : Business Process Outsourcing
 Location : Quezon City, Metro Manila, Philippines
 Period : Sept 2022 to April 2023

- Handled DTV Stream and AT&T U-verse accounts.
- Applying subject expertise in evaluating business operations and processes.
- Consulting across business operations, providing mentorship, and contributing specialized knowledge.
- Recommending technical solutions and determining software development requirements.

Position Held : **Technical Support Representative**
 Company : Teleperformance Philippines
 Industry : Business Process Outsourcing
 Location : Quezon City, Metro Manila, Philippines
 Period : February 2020 to September 2022

- Handled Dtv Stream, AT&T U-verse and Dtv Satellite.
- Identifying hardware and software solutions, and troubleshoot technical issues.
- Diagnosed and repaired faults, and resolved network issues.
- Installed and configured hardware and software.

SEMINARS ATTENDED:

<p>Work, Attitude and Value Enhancement Personality Development Quezon City Polytechnic University Quezon City, Metro Manila, Philippines March 13, 2019</p>	<p>Interpersonal Skills for Entrepreneur Quezon City Polytechnic University Quezon City, Metro Manila, Philippines February 20, 2019</p>	<p>Business Leader of Tomorrow Quezon City Polytechnic University Quezon City, Metro Manila, Philippines January 19, 2019</p>
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EDUCATION:

Tertiary:
 Bachelor of Science in Entrepreneurship
 Quezon City Polytechnic University
 Quezon City, Metro Manila, Philippines
 Year Graduated : 2019

Secondary:
 Lagro High School
 Quezon City, Metro Manila
 Philippines
 Year Graduated : 2005

Primary:
 Delfin M. Germaldez Memorial Elementary School
 Quezon City, Metro Manila
 Philippines
 Year Graduated : 2001