

Donjie Landicho de Castro

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Career Objective

To secure a responsible position with a growth-oriented company with opportunities for personal advancement to enable me to utilize my skills, expertise and experience to my fullest potential.

Summary of Qualification

Qualified with my experience and excellent customer relation and ability to a multitask responsibility and can work under pressure with a minimal supervision.

Educational Attainment

Bachelor of Science in Commerce Major in Management

Colegio de San Juan de Letran

Work Experience

Helpdesk Operator Expo City August 2021 to Present

Serco Middle East / ERAM Manpower/Farneke Services

Dubai, UAE

Duties & Responsibilities

- Respond to requests for technical assistance in person, via phone, chat or email.
- Diagnose and resolve technical hardware and software issues.
- Research questions using available information resources.
- Advise user on appropriate action.
- Follow standard help desk procedures.
- Log all help desk interactions.
- Administer help desk software.
- Follow up with customers and users to ensure complete resolution of issues.

Senior Sales Assistant July 2012 to November 2020

Electronics Specialist- Coach

Dubai Duty Free

Dubai, UAE

Duties & Responsibilities

- Adhere to all DDF "World Class" Customer Service Standards.
- Ensure that all merchandisers are properly priced, maintain display in areas are displayed by the Display/ Merchandise team and maintain ongoing replenishment of all stocks sold.
- Update prices of merchandise in the event of price mark -up/mark down.
- Report-PLUs not found, price/delivery irregularities to the area supervisor immediately.
- Check product expiry dates and rotate stocks regularly for perishable items.
- Channel customer requests, complaints, suggestion and comments to supervisor for further action.

External Merchandiser-Electronic Section-Dubai Duty Free December 2011 to June 2012 Business Link Marketing Consultancy LLC

Dubai, UAE

Duties & Responsibilities

- Customer service oriented, always make the customers happy and delighted thru my service.
- Compare prices, specifications, and delivery dates.
- Always keep the display item in proper place.
- Keep all items always clean and bear the right price tag.
- Offer assistance to co-workers without being asked in short work with my colleagues with teamwork.
- Always demonstrate organizing for results.
- Responsible in everyday sales and inventories of stocks and attention to details of my job.
- Performs other duties assigned by the manager.

Catering Assistant-Flight Handler November 2010 to November 2011

Emirates Flight Catering LLC

Dubai, UAE

Duties & Responsibilities

- Arranges food and beverage items (e.g. First, Business and Economy Class, etc.) for the purpose of making them available to Emirates Passengers.
- Inspects food items and/or supplies for the purpose of verifying quantity and specifications of orders and/or complying with mandated health requirements.
- Loads carts for the purpose of ensuring that food and/or beverage items are available for delivery to the High Loader.
- Prepares daily item counts and associated reports for the purpose of providing documentation for items served.

QC Inspector-Blasting and Painting May 2008 to October 2010

Drydocks World Dubai LLC

Dubai, UAE

Duties & Responsibilities

- Ensure that the work carried out complies with international construction codes, projects specifications, tender work instructions, procedure and manuals as appropriate.
- Perform and carry out in-process and final inspections on structural, piping jobs in shop and onboard.
- Coordinate with liaise with other trades, to ensure adherence to related standards.
- Stop process if they do not meet specified requirements, raise occurrence report, develop corrective and preventive action and ensure that work is carried out to customer satisfaction.
- Participate in work identification.

Logistics Coordinator December 2006 to January 2008

Diethelms Philippines-Logistics

Sta. Rosa, Laguna, RP

Duties & Responsibilities

- Handle day to day transaction and operation liked stocks inventory.
- Arrange booking and execute all pertinent shipping documents.
- Send shipment arrival notification letters to consignee and issue delivery orders.
- Ensure timely invoicing, issuance of credit notes, internal expenses report and month-end closing.
- Assist in sourcing rates with various carriers - Handles general enquiries regarding shipments, vessel's ETA and charges.
- Arrange outbound shipments and ensure orders are shipped out as per schedule.
- Monitor proper administration and documentation pertaining to order creation and shipments arrangements.
- Responsible for tracking and tracing of shipments
- Handles customer's inquiries and complaints.
- Ensure accurate billing by identified the discrepancies of documents and charges.
- Verify and sort delivery order.

Marketing Executive / Events and Brand Marketing Coordinator October 2004 to December 2006
OneSource Professional Marketing
Mandaluyong, RP

Client: United Laboratories-Westmont Pharmaceuticals

- Adhering to the budget set forth by the Conference Committee and approved by the Board of Directors.
- Supporting and collaborating with the Executive Director in securing sponsorships.
- Adhering to conference planning schedule, policies and guidelines.
- Contracting with caterers, A/V specialists and other vendors in a timely manner.
- Contracting with keynote speakers and workshop presenters.
- Securing and contracting meeting space and lodging.
- Publishing and distributing the registration brochure, and other marketing materials.
- Take attendance prior to meetings in order to keep track of excused and unexcused absences.
- Send attendance promptly to Marketing Coordinator for updating on the Web site.

Economics, History and Values Education Teacher May 2002 to October 2004
Christian College of Tanauan
Tanauan City, Batangas, RP

- Manages the classroom discussion and daily school activities.
- Prepare the yearly learning competences of the subjects.
- Lectures the students regarding the law of demands and supply and discuss economics strategies and situation on the current economic situation.
- Maintain and updates all students report cards and records.
- Plans, organizes and controls all day-to-day lecture and exams of the students.
- Implements some discussion regarding some management and marketing strategies.

Skills

- Proficient in Microsoft Windows Application and Internet Research
- Excellent in Customer Service Relations
- Excellent in both written and verbal English Communication
- Proficient in writing business letters
- Ability to manage multiple tasks.

Personal Information

Nationality	:	Filipino
Passport No.	:	P5846648B
Civil Status	:	Single
Language Spoken	:	English & Filipino