

ALVIN SIA CACA

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CAREER SUMMARY

Dedicated and versatile professional with over 12 years of experience in customer service, technical roles, and culinary arts. Currently excelling as a Receptionist at Sakura Health Institute. Proven track record in roles such as Technician at Behbehani Company and Cook at Bigmo Restaurant and Vibes Coffee. Skilled in adapting to fast-paced environments and delivering exceptional service. Eager to leverage my versatile skill set in a new opportunity.

SKILLS

- Communication Skills
- Problem-Solving
- Teamwork and Collaboration
- Adaptability/Flexibility
- Adaptability to Technology
- Multitasking
- Time Management
- Leadership
- Critical Thinking and Attention to Detail
- Customer Service
- Conflict Resolution
- Negotiation Skills

WORK EXPERIENCE

SAKURA HEALTH INSTITUTE, KUWAIT

2022/12/12 – Present

RECEPTIONIST

- Receiving and managing calls from customers, addressing inquiries, and providing assistance as needed.
- Overseeing and maintaining inventory processes to ensure accurate stock levels and efficient operations.
- Greeting guests with a warm welcome and maintaining a friendly demeanor, creating a positive and inviting atmosphere.
- Handling calls and efficiently managing reservations, ensuring a seamless booking process for guests.
- Assisting guests by providing detailed information about the menu, helping them make informed choices based on their preferences.

BIGMO RESTAURANT, KUWAIT

2021/03/01 – 2022/12/22

COOK

- Meticulously preparing all required items for service, ensuring efficiency and smooth operations in the kitchen.
- Ensuring the thorough cooking of all items to meet quality standards, presenting well-prepared and delicious dishes to guests.
- Actively suggesting our best menu items or best sellers to enhance the guest's dining experience.
- Taking responsibility for the cleanliness of tables, chairs, and equipment in the dining area, contributing to a pleasant and hygienic environment.
- Guaranteeing the readiness and completeness of orders before serving, ensuring a seamless and satisfactory experience for guests.
- Actively listening to and addressing guest complaints, working towards continuous improvement and maintaining high customer satisfaction.

BEHBEHANI COMPANY LUGGAGE CENTER, KUWAIT

2019/11/02 - 2021/02/01

TECHNICIAN

- Addressing both internal and external customer needs with a focus on providing exceptional service and solutions.
- Assisting in scheduling both shop and field repairs, ensuring efficient and timely resolution of issues.
- Conducting daily inventory checks, maintaining accurate records to support effective stock management.
- Adhering to and promoting proper hygiene standards, ensuring a clean and safe working environment.
- Prioritizing customer satisfaction by ensuring their needs are met and exceeded, fostering a positive experience that encourages repeat business.

VIBES COFFEE RESTAURANT COMPANY, KUWAIT

2018/09/09 – 2019/04/08

COOK

- Dedicated to meeting and exceeding customer needs, striving to provide a satisfying dining experience.
- Maintaining a friendly demeanor by smiling and greeting customers consistently, creating a welcoming atmosphere.
- Assisting customers with seating, ensuring a comfortable and enjoyable dining environment.
- Presenting the menu to customers, engaging in discussions about menu items to help them make informed choices.
- Calculating bills accurately after taking orders, ensuring transparency and efficiency in the payment process.

GARMAH SNACK COMPANY, KUWAIT**2017/09/01 - 2018/09/09****COOK**

- Prepare and cook menu items according to recipes, ensuring quality, taste, and presentation meet standards.
- Maintain a clean and organized kitchen area, following hygiene and safety protocols for food handling and storage.
- Collaborate on menu planning, contribute ideas for new dishes, and adapt recipes as needed.
- Monitor ingredient quality, ensuring freshness, and promptly address any issues to meet food safety standards.
- Manage and monitor inventory levels, notify relevant staff of low supplies, and assist with restocking when necessary.

STEAK N' SHAKE, KUWAIT**2015/02/16 - 2017/08/04****DELIVERY DRIVER**

- Ensure on-time and safe delivery of goods to designated locations, following traffic rules and maintaining a responsible driving record.
- Conduct routine checks on the delivery vehicle, such as fuel levels, tire pressure, and overall condition, reporting any issues promptly.
- Plan and optimize delivery routes for efficiency, considering factors like traffic conditions, delivery schedules, and fuel efficiency.
- Maintain accurate records of deliveries, including receipts, delivery confirmations, and any issues encountered during the delivery process.
- Provide excellent customer service by being courteous, professional, and accommodating during the delivery process, addressing any customer inquiries or concerns.

AL-MAOUSERJI CATERING COMPANY (MCDONALDS), KUWAIT**2011/09/11 - 2015/01/18****SERVICE CREW**

- Accurately and efficiently handle customer transactions, including cash, credit cards, and other forms of payment.
- Count and manage cash registers, ensuring accuracy in handling money, providing change, and reconciling transactions at the end of each shift.
- Provide excellent customer service by greeting customers, answering inquiries, and addressing any concerns they may have during the checkout process.
- Familiarize yourself with the products or services offered, including prices, discounts, and promotions, to assist customers with their purchases.
- Maintain accurate records of sales transactions, receipts, and any discrepancies, and assist in preparing reports for accounting and management purposes.

EDUCATION

Masbate College, Masbate City, Philippines

Bachelor of Arts in Political Science

2000 - 2004