

CLIENT JUSUA C. AMBRAD

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|| A multitasker and a team player ||

CAREER OBJECTIVE:

A dedicated and motivated individual seeking office assistant, sales staff, and service crew position, utilizing excellent communication skills, attention to detail, and problem solving abilities to contribute to the overall efficiency and success of the team.

CAREER SUMMARY:

Results-oriented and detail-driven individual with a solid background in customer service experience. Proven ability to handle multiple responsibilities in a fast-paced setting while maintaining a high level of accuracy and efficiency. Adept at streamlining processes and implementing effective organizational systems to enhance productivity. Excellent communication and interpersonal skills with a keen ability to collaborate with team members and support the smooth flow of daily operations.

PROFESSIONAL SKILLS:

- Excellent Customer Service
- Product Knowledge
- Food Safety Standards
- Organizational Skills
- Communication Skills
- Basic Knowledge of Microsoft Word and Excel
- Time Management
- Team Collaboration

ACADEMIC:

Senior High School - Marine Transportation
University of Cebu – METC Cebu, Philippines
November 2016

WORK EXPERIENCES:

Service Crew – Food Hub Fernandos Rollingbites, Lapu-Lapu Philippines

January 2023 – January 2024

- Providing efficient, friendly and excellent service while maintaining a clean and organized dining area

- Greet and welcome customers in a friendly and courteous manner
- Prepare and serve food and beverages in accordance with established recipes and presentation standards
- Provide menu and product information
- Prepares all food with safety standards
- Process customer payments accurately
- Handle cash transactions
- Set up tables for customers
- Assist in maintaining a clean and orderly kitchen and dining area
- Communicate effectively with fellow team member and superiors

Utility Assistant, UMMSPI Manpower (Cemex), Cebu Philippines

November 2021 – November 2022

- Maintaining the environment to be neat and clean.
- Supporting the efficient operation of utility systems within the organization
- Assisting in the maintenance, monitoring, and optimization of various utility systems to ensure a safe and productive work environment
- Provide regular reports on the status of utility systems to supervisors
- Be available for emergency response situations, including participating in after-hours on-call rotations if required.

Sales Staff – Island Souvenir, Cebu, Philippines

November 2019– September 2021

- Greet and interacts with customer
- Consults with customer to understand their need and preferences demonstrate and explains merchandise, selecting and suggesting option suitable for the customer’s need
- Answers customers about merchandise
- Keep track of stock levels, order and receive new inventory to ensure the products are always available to customer
- Provide information on products, return and store policy

Outbound Non-voice Call Center Agent – Virtual Staff Incorporation, Cebu Philippines

April 2018 – October 2019

- Selling alarm system through systematic operation
- Providing exceptional customer support and assistance through non-voice channels, such as outbound
- Handle customer inquiries, resolve issues, and ensure a positive customer experience
- Reminding customer to make payment
- Informing them on product improvement and update