

# KENN RODEN SALCEPUEDES

FOOD & BEVERAGE HANDLER/CUSTOMER SERVICE  
REPRESENTATIVE



+971 58 208 8655



salcepuedeskr@gmail.com



Al Rigga, Deira, Dubai

## EDUCATION

### Bachelor of Science in Hospitality Management

Iloilo Science & Technology  
University - ISAT U

Iloilo, Philippines  
2018- 2020

### Secondary Level Education

Ramon Avanceña National High  
School

Iloilo, Philippines  
2012-2018

## SKILLS

- Good verbal Communication
- Best at customer service skill
- Active team player
- Proficient in Point of Sales machine (cash registry)
- Able to work under pressure
- Active listener & fast learner
- Organized & Hygienic

## LANGUAGE

English

Tagalog

Hiligaynon

## ABOUT ME

Goal-oriented and looking for a new career path that will allow me to fully apply my job experience, morals, and abilities. Excited to contribute my fresh knowledge and abilities to your reputable company and expand my experience.

## EXPERIENCE

### Waiter/ Food Runner

Zuri Hotel Restaurant, Iloilo City, Philippines

April 2021- November 2023

- Welcomes and assists guests on their desired seats.
- Take orders, offer recommendations to upsell appetizers, desserts, and drinks.
- Serves food and beverages to guests.
- Monitors and maintains great service for customers, to give them an enjoyable experience.

### Sales Maintenance/ Cashier

7 Eleven Convenience Store, Iloilo City, Philippines

April 2019- February 2021

- Offers consumer goods, packages to corporate and clients and performs great customer service.
- Handles inventories and manages deliveries.
- Handles cash register and online payments of clients.
- Assist, train and brief junior sales staff

## Customer Service Representative/ Admin Assistant

Lead Generation, Iloilo City, Philippines

January 2020- January 2021

- Making outbound/inbound calls, and processing orders/payments.
- Handling customer complaints
- Respond to customer inquiries.
- Sell products or services.
- Identify customer's needs, clarify information/complaints.
- Answer 30+ calls per hour, exceeding the target rate by 15%.
- Resolve customer disputes by leveraging product knowledge.
- Manage call loads and organize client active call lists.
- Take down notes during meetings.

### ■ REFERENCE

April Joy Talco

Manager | 7 Eleven Convenience Store, Philippines

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