



CONTACT ME

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AL RIGGA ROAD, DUBAI

EDUCATION

**Bachelor of Science in
Information Technology**
University of Saint Anthony
July 2019 - March 2020

**Bachelor of Science in
Office Administration**
Divine Word of Calapan
June 2020 - March 2021

SKILLS

- Problem-Solving
- Creativity
- People Skills
- Openness
- Adaptability
- Teamwork
- Responsibility
- Leadership
- Extroversion

ALITHA ROSA A. PHAM

AL RIGGA, DUBAI U.A.E

WORK EXPERIENCE

DISPATCH SUPERVISOR

October 2022 - May 2023

REEF CLOUD KITCHEN BUSINESS BAY

Responsible for on-time delivery of service and monthly reporting. Managed leased drivers, providing customer service for warehouse and transportation issues with the stores, measure on-time deliveries, create logistics plan, track and analyze all fleet statistics, work with operations to increase efficiencies of logistics plan.

PURCHASING OFFICER

August 2022- October 2022

TAYTAY TIANGGE | DUBAI, U.A.E

Assessing the market, evaluating pricing and availability, ordering new products, and keeping accurate records. Placing orders for products based on current inventory needs and tracking.

BARISTA CUM FRONT OF HOUSE

April 2022- August 2022

KITCH-IN | DUBAI, U.A.E

Makes and serves beverages such as coffee, tea and specialty beverages. Taking orders for food, beverages, coffee grinding and brewing equipment, accessories and supplies; preparing and serving a variety of coffee drinks, along with making latte art.

SERVICE ADVISOR CUM TELECALLER

August 2020 - January 2020

PHILMOTORS CORP. | PHILIPPINES

Provides a go-between from the customer to the sales and repair departments of the company. I ensure customer satisfaction are developed and maintained through the efficient provision of service. Maintains security and telecommunications system. Informs visitors by answering or referring inquiries.

CUSTOMER SERVICE REPRESENTATIVE

June 2019-December 2019

ALORICA | PHILIPPINES

Answering phone calls or emails from customers to answer questions, participating in meetings with the customer service team to discover new communication tactic's maintaining expert knowledge about company products or services to best help customers.

REFERENCES

SAMANTHA JOHNSTONE

OPERATIONS MANAGER | KITCH-IN

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OPERATIONS DIRECTOR

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Email: MariusBa@kitch-in.com