

CURRICULUM VITAE

Hazel B. Natividad

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PERSONAL INFORMATION

Nationality: Filipino
Languages: English and Tagalog
Passport no. : P5347942B
Visa Status: Visit Visa

CAREER OBJECTIVE

To join a company that offers me a stable and positive atmosphere and inspires me to enhance and therefore to innovate the work culture for the betterment of all parties concerned.

EDUCATION

2009-2011 University of the East
Bachelor of Science in Information Technology
2006-2009 La Immaculada Concepcion School
(Secondary Education)
1999-2006 San Miguel Elementary School
(Primary Education)

EXPERIENCE

FEB 2023-JAN2024 TEA & COFFEE TIME Marikina, Philippines
SUPERVISOR/BARISTA/CASHIER

- ☐ Setting goals for performance and deadlines in ways that comply with company's plans and vision
- ☐ Organizing workflow and ensuring that employees understand their duties or delegated tasks
- ☐ Monitoring employee productivity and providing constructive feedback and coaching

JULY 2021-JAN 2023 CONCENTRIX COMPANY Manila, Philippines
Call Center Agent

- ☐ Manage large amounts of inbound and outbound calls in a timely manner
- ☐ Follow communication "scripts" when handling different topics
- ☐ Identify customers' needs, clarify information, research every issue and provide solutions and/or alternatives
- ☐ Seize opportunities to upsell products when they arise

DEC 2016-JAN 2020 DONER KEBAB Dubai, UAE
CASHIER/WAITRESS

- ☐ Greet and escort customers to their tables
- ☐ Present menu and provide detailed information when asked (e.g. about portions, ingredients or potential food allergies)
- ☐ Prepare tables by setting up linens, silverware and glasses
- ☐ Inform customers about the day's specials

FEB 2015-JAN 2016 Blake's Wings and Steaks (Marikina City), Philippines
CASHIER

- ☐ Welcoming every customer.
- ☐ Accept cash or bankcards for their payments.
- ☐ Maintains sufficient amount of cash drawer.

- Perform good customer service.

MAY 2012-DEC 2014 DXN International Private LTD (Marikina City), Philippines
Secretary

- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
- Greeting visitors and callers, handling their inquiries and directing them to the appropriate person according to their needs.
- Conducting searches to find needed information using such sources as the Internet.
- Providing services to customers account information and delivery information.
Ordering supplies and monitoring stock supplies

SKILLS AND ACTIVITIES

- Initiative, good communication skills, timeliness, tact and keenness.
- Skilled in speaking and writing in English.
- Quick Learner.

PROFESSIONAL PROFILE

- Strong interpersonal, excellent team player with good communication skills.
- Flexible working hours.