

# LEAN M. PASCUAL

SEEKING A CUSTOMER SERVICE-FOCUSED ROLE TO APPLY MY EXPERIENCE IN MEETING DIVERSE CUSTOMER NEEDS AND DELIVERY HIGH-QUALITY SERVICE

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## **WORK HISTORY**

### **Operator/Driver**

#### **Grab Philippines – Marikina City, Philippines (2022-2024)**

- Provided safe and reliable transportation services to passengers using the Grab platform.
- Maintained a clean and well-maintained vehicle, ensuring passenger comfort and safety.
- Demonstrated excellent customer service skills, including greeting passengers, assisting with luggage, and providing information about local attractions.
- Navigated city routes efficiently using GPS navigation apps to ensure timely arrival at destinations.
- Handled cash transactions and mobile payments accurately and securely.

### **Sales Associate/Kitchen Helper**

#### **Tita Vic's Bakery – Quezon City, Philippines (2019-2022)**

- Greet customers warmly and assist them in selecting bakery products and explaining ingredients and dietary information.
- Recommend bakery products based on customer preferences and needs
- Handle cash and card transactions accurately and efficiently.
- Monitor and replenish bakery products on display stand to ensure availability throughout the day.
- Upsell additional items and promotions to increase sales.
- Maintained cleanliness and organization of workstations, equipment and stall.
- Packaged finished products for display and sales, ensuring proper labeling and presentation.
- Stocked ingredients and supplies as needed, helping to manage inventory levels.
- Collaborate with bakery staff to ensure seamless customer service.
- Adhere to all food safety and hygiene regulations.

## **Warehouse Packer**

### **Lazada Philippines OTC Station – Quezon City, Philippines (2018-2019)**

- Packed and prepared orders accurately and efficiently according to company standards.
- Maintained inventory levels and organized stock to optimize workflow.
- Ensured product quality by inspecting items for damage or defects before packaging.
- Collaborated with team members to meet daily packing quotas and deadlines.

## **Company Driver/Liaison Officer**

### **Purple C Travel Agency – Pasay City, Philippines (2013-2016)**

### **Intellect Marketing – Quezon City, Philippines (2009-2013)**

- Safely transported company personnel and goods to various destinations, adhering to all traffic laws and safety standards.
- Communicated effectively with dispatches and other team members to coordinate schedules and routes.
- Managed the scheduling and execution of errands, including deliveries, pickups, and other administrative tasks.
- Liaised with vendors, suppliers, and service providers to ensure timely delivery of goods and services.
- Maintained records, databases, and files related to liaison activities and errand coordination.
- Provided administrative support to ensure the smooth operation of the office and assisted with special projects as needed.

## **Office Girl**

### **Gems Star Properties – Dubai, United Arab Emirates (2007-2009)**

- Greeted visitors and directed them to appropriate personnel or meeting rooms.
- Answered phones, screened, and directed calls, and took messages as necessary.
- Managed incoming and outgoing mail, packages, and deliveries.
- Maintained office cleanliness and organization, including tidying up common areas and restocking supplies.
- Assisted with filing, photocopying, scanning and other administrative tasks as needed.
- Supported office staff with various projects and assignments.

## **Liaison Officer**

### **National Statistics Office (Philippine Statistics Authority) – Quezon City, Philippines (2004-2007)**

- Served as primary point of contact between various departments and clients, ensuring effective communication and collaboration.

- Managed the scheduling and execution of errands, including deliveries, pickups, and other administrative tasks.
- Provided administrative support to ensure the smooth operation of the office and assists with special projects as needed.

## **EDUCATION**

Far Eastern University – Manila, Philippines (1989-1991)  
BS Fine Arts  
2<sup>nd</sup> Year College (Undergraduate)

## **PERSONAL DETAILS**

Gender: Female  
Passport Number: P0042505B  
Birthdate: 23 January 1970

## **LICENSE AND CERTIFICATIONS**

Valid Philippine Driver's License  
Clean Driving Record

## **REFERENCES**

Ms. Ma. Rosario T. Sto. Tomas  
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