



CONTACT

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- phyuphyuaung1689@gmail.com
- JVC, Dubai

EDUCATION

DANGON UNIVERSITY

- Bachelor of Science
Chemistry

CERTIFICATE

CUSTOMER SERVICE MANAGEMENT

- bachelor of science chemistry
UMFCCI

BASIC FOOD AND HYGIENE

CERTIFICATE, DUBAI MIBA, UNION OF MYANMAR

- Business Management and
Administration Professional Diploma

SKILLS

- Customer Service management
- Development and Training
- Complaint Handling and Resolution
- Creative thinking and problem Solving
- Proficient in POS systems and order management software
- Good Team player with strong communication skill
- Quick learner and attention to detail
- Able to work in self-motivated way

LANGUAGES

- English
- Chinese
- Myanmar

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- English
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MS.PHYU PHYU AUNG

PROFILE

Dedicated and customer-oriented waitress with 4 years of experience in the food service industry. Seeking to leverage hospitality skills and a passion for excellent service to contribute to Socialicious Restaurant in Dubai.

WORK EXPERIENCE

SOCIALICIOUS RESTAURANT, Dubai

Nov 2023 - present

Senior Waitress and Cashier

- Assisted guests with making menu choices in an informative and helpful fashion.
- Successfully opened and closed while also being able to maintain multiple tables while also monitoring fellow service staff with their closing duties.
- Greeted newly seated guests and brought water and famous bread/ butter to the table.
- Answered questions about menu selections and made recommendations when requested.
- Regularly checked on guests to ensure satisfaction with each food course and beverage.
- Cleared dishes after guests departed and took table wear to the washing station.
- Checked identification to ensure that they meet minimum age requirements for consumption of alcoholic beverages.
- Resolved customer complaints by listening to their concerns and doing everything in my ability to rectify the situation.
- Built relationships with regular customers by learning and remembering their preferences
- Made and served many hot and cold beverages per day with speed, quality, and consistency.

Americana Kuwait Food Company

Jul 2023- Nov 2023

Guest Expert

- Count money in cash drawers at the beginning of shifts to ensure that amount correct and that there is adequate change.
- Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners.
- Answer customer's questions, and provide information on procedures or policies Handling and Moving Objects.
- Experience with: Cash registers, Credit card readers, Point of sale P.O.S software.
- Provide excellent customer service. Stocking, cleaning, customer service, handling money and debit card transactions quickly

APN INTERNET SERVICE CO.,LTD

April 2020-June 2023

CUSTOMER SERVICE SUPERVISOR

- Ensured all Support Representatives are supported during shifts via the designated channels or methods of support.
- Reviewed open customer inquiries daily and resolve or assign accordingly.
- Delegated customer inquiries quickly to other qualified Support Representatives.
- Made recommendations for process and procedural improvements.
- Quality Control feedback with reporting to management, regarding beneficiary interaction, forms processing and research request completion, in accordance with established compliance and conformance monitoring.
- Monitoring the Social media and content writing.

UNILINK INTERNET SERVICE CO.,LTD

Aug 2017 - Dec 2019

CUSTOMER SERVICE TEAM LEADER

- Customer Service Team Leader Assisting with training and orientation activities as needed or directed. Providing information to employees on where and how information can be found. Assisting in training new associates, troubleshooting and problem resolution of issues.
- Assisting in creating and maintaining training completion records for all team members may assist and answer employee inquiries concerning policy or rule applications per department specifics.
- As needed, assisting with inbound calls to ensure appropriate response time to customers' needs are met.