

Paul Adrian B. Aguinaldo

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Competencies Overview

Communication Skills

Strong Analytical Skills

Commercial Awareness

Team Player

Attention to Detail

Certified Nurse Assistant

Career Abstract

☞ A dynamic and dedicated associate with 12 years of hands-on experience in the field of Customer Service, Food and Beverage, Sales, Product Merchandise, Cashier, and healthcare assistance in different business industries like *Health Service, Restaurants, Retail & Shipping*.

☞ Talented Support Worker focused on improving client lives through high-quality support and patient instruction. Proficient in life, financial and social skills, helping clients integrate into the community and live more robust lives.

☞ Excellent communication & interpersonal skills with proven abilities in customer relationship management.

☞ Possess skills in organizing, interpreting, communicating and decision-making process.

Career History

Aster Hospital – Dubai, UAE

Nurse Assistant (On the Job Trainee)
FEB 2024

Accountabilities:

- ☞ Ensure all patients are cared for.
- ☞ Ensure clients receive their medication on time.
- ☞ Support clients who can't move on their own.
- ☞ Assist clients with physical therapy exercises.
- ☞ Maintain patient records in line with hospital guidelines of records and records keeping.
- ☞ Organize daily tasks to ensure that the interests of patients are met.
- ☞ Provide assistance to Nursing team.

Hapchan – Taguig, Philippines

Waiter / Cashier
JUN 2020 – AUG 2023

Accountabilities:

- ☞ Serve food and beverage to guests according to service standards and procedures with emphasis on speed accuracy.
- ☞ Ensure correct meal prices, accepting payments and administering receipts to customers.
- ☞ Resolve any pricing complaints and provide solutions for a positive customer experience.
- ☞ Process any exchanges or refunds as requested.
- ☞ Manage guests and establish a rapport maintaining good relationships.
- ☞ Knowledgeable of the food and beverage items in the restaurant.
- ☞ Backup other crew members to keep team workflow at an efficient level.
- ☞ Perform closing duties including deep cleaning kitchen surfaces, storage, and equipment.
- ☞ Perform inventory count at the end of day.

CW Home Depot – Makati, Philippines

Product Merchandiser
APR 2015 – APR 2020

Accountabilities:

- ☞ Ensure that shelves are stocked with the right type of products and marketing flyers.
- ☞ Create appealing displays and arrangement of products.
- ☞ Maintain store shelves by removing damaged products.
- ☞ Recommend/ Suggest products based on product knowledge if asked by customers.
- ☞ Attends to customer orders and queries daily. Ensure that orders are in good condition before dispatch.
- ☞ Ensure items for dispatch matches with the purchase order.
- ☞ Perform inventory count every end of month.

Philippine Pizza Inc. – Taguig, Philippines

Service Crew / Cashier

AUG 2013 – MAR 2015

Accountabilities:

- ☞ Take, prepare, and dispatch orders of customers daily.
- ☞ Receive and process payments from customers which may include cash, credit cards, debit cards.
- ☞ Ensure correct amount is received and provide accurate change to customers.
- ☞ Generate POS reports, manage petty cash and perform daily cashiering tasks.
- ☞ Ensure the security of the cash register and follow security procedures to prevent theft.
- ☞ Handled customer queries or complaints professionally and politely.
- ☞ Provide suggestive selling to customers.
- ☞ Perform inventory count every end of month.

NYK TDG Ebusiness – Taguig, Philippines

Data Entry Analyst

OCT 2011 – MAR 2012

Accountabilities:

- ☞ Review documents and accurately enter information in the system within turnaround time.
- ☞ Analyze data for errors and report any discrepancies in the system to the supervisor.
- ☞ Work with team members to complete daily metrics and meet deadlines.

Scholastics

- ☞ **Bachelor's Degree of Science Major in Hotel and Restaurant Management** from **Centro Escolar University**, Manila, Philippines – 2011

Certifications

- ☞ **Nursing Assistant Certification** from **CNA Training Institute**, Dubai, UAE – Nov 2023 – Jan 2024
- ☞ **American Medical Certification (AMCA)** from **CNA Training Institute**, Dubai, UAE – Nov 2023 – Jan 2024
- ☞ **HSI Completion Certificate Basic Life Support Training** from **CNA Training Institute**, Dubai, UAE – Jan 2024
- ☞ **Knowledge and Human Development Authority (KHDA)** from **CNA Training Institute**, Dubai, UAE – Jan 2024

IT Skills

- ☞ Proficient in Microsoft 365 (MS Word, Excel, PowerPoint, and Outlook)

Character Reference (Available upon request)