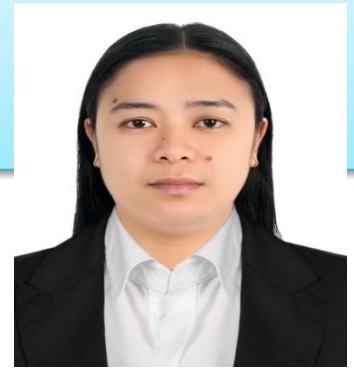


# YEEMEN R. RODRIGO



## CONTACT



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## PROFILE SUMMARY

*A dedicated and customer-focused professional with 9 years of experience in providing exceptional customer service and support. Adept at handling customer inquiries, resolving issues, and maintaining a high level of customer satisfaction. Strong communication and interpersonal skills, with the ability to interact effectively with customers at all levels. Technologically proficient and experienced in using Microsoft Office programs to track and manage customer interactions. Skilled in multi-tasking, problem-solving, and working under pressure to meet deadlines. Known for being reliable, detail-oriented, and committed to delivering high-quality service while maintaining professionalism in all situations.*

## WORK EXPERIENCE

### **ASSISTANT TEACHER/ LEARNING SUPPORT ASSISTANT**

**SPRINGDALES SCHOOL DUBAI**

**AL QOUZ 4, DUBAI, UAE**

**SEPTEMBER 2022 – OCTOBER 2024**

- ✚ Provide one-on-one or small group assistance to students, and helping with classwork.
- ✚ Support the teacher in managing classroom behavior using established discipline procedures and help maintain a positive and organized learning environment.
- ✚ Monitor students during classroom activities, playtime, lunch, and breaks to ensure their safety and well-being.
- ✚ Assist with classroom displays, organizing student work, and maintaining cleanliness.
- ✚ Ensure students safely board and exit the bus, providing assistance as needed (especially for younger children or those with special needs).
- ✚ Help manage student behavior and maintain a positive classroom atmosphere. Serve as a point of contact for parents, providing updates on any issues or delays related to bus schedules.
- ✚ Organize and prepare educational materials and resources.
- ✚ Assist with maintaining accurate records, attendance, and other administrative tasks.
- ✚ Responsible for conducting photoshoots and managing documentation during school events.

### **CUSTOMER SERVICE / MUSEUM ATTENDANT**

**3D WORLD DUBAI MUSEUM**

**SHEIKH ZAYED ROAD, AL QUOZ 4, DUBAI, UAE**

**APRIL 2021 – AUGUST 2022**

- ✚ Greet visitors warmly and provide a welcoming atmosphere at the museum entrance
- ✚ Assist visitors with general inquiries, including museum exhibits, ticket prices, membership options, and special events.
- ✚ Guide visitors to various museum areas, providing directions and recommendations on exhibits.

- ✚ Address and resolve visitor concerns or complaints in a professional and courteous manner.
- ✚ Assist in maintaining visitor records, attendance data, and other administrative duties as required.
- ✚ Responsible for capturing high-quality photos and videos of customers, ensuring each moment is well-framed and visually appealing.

#### **CASHIER & CUSTOMER SERVICE**

##### **SM SUPERMARKET**

**SM CITY BACOLOD, BACOLOD CITY, PHILIPPINES**

**JANUARY 2020 – JANUARY 2021**

- ✚ Receiving payments and issuing receipts and keeping track of all cash and credit transactions.
- ✚ Balancing the cash register, making change, recording purchases, processing returns and scanning items for sale.
- ✚ Provides a positive customer experience with fair, friendly, and courteous service.

#### **SALES ASSOCIATE & CUSTOMER SERVICE**

##### **F & C JEWELRY**

**SM MAKATI, MAKATI CITY, PHILIPPINES**

**DECEMBER 09, 2017 – SEPTEMBER 15, 2019**

- ✚ Responsible for maintaining outstanding customer service, generating sales, merchandising, and safeguarding company assets.
- ✚ Perform the day-to-day operations of a pawn shop typically sell and receive items like jewelry, gold, electronics, etc.
- ✚ Handle cash transactions and organize and label inventory

## **E D U C A T I O N**

#### **COLLEGE**

**2011 – 2015**

**CARLOS HILADO MEMORIAL STATE COLLEGE  
TALISAY CITY, PHILIPPINES**

#### **GRADUATE**

**Bachelor of Science in Industrial Technology  
Major in Electronics**

## **T R A I N I N G S / S E M I N A R S   A T T E N D E D**


#### **General Orientation on Employee's Handbook, Customer Service and Product Knowledge**

F & C Conference Room, #73, Guanco St., Iloilo City, Philippines March 09 – 14, 2015.

#### **Cashiering Training on Customer Service and Product Knowledge on Customer Frontline Solution**

Maraza Coffee House, Metro Park Hotel, MC Briones, Mandaue City, Cebu Philippines

I hereby certify that the above statement is true and correct based on the facts and my potential to do so.

  
**YEEMEN R. RODRIGO**  
**Applicant's Signature**