

DIOSA TOLENTINO CRUZ
Al Karama Dubai, UAE
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Nationality : Filipino
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OBJECTIVE

To obtain a position that will utilize and further cultivate my knowledge and capabilities for my professional and personal growth.

EDUCATION BACKGROUND

Bachelor of Secondary Education, Major in Home Economics, 2005
Mindoro State College of Agriculture and Technology Formerly (PCC), Philippines
Masipit Calapan Oriental Mindoro, Philippines
March 2005 (Graduate)

PROFESSIONAL EXPERIENCE

IMDAAD LLC - JEBEL ALI, DUBAI, UAE (April 29, 2018 – October 2020)

Barista-Trader's Express by Dubai World Trade Center

- Prepare and serve cold and hot beverages for the guest.
- Shares coffee knowledge and product offerings with customers.
- Takes personal responsibility for actions while working as part of the team and by building and maintaining positive relationships
- Prepare and make the outlet ready to every type of exhibition in the complex
- Receive and display food delivery from Retail Production Kitchen, monitor daily flow of food items, and conduct end of day food inventory

Cashier- Dubai World Trade Center

- Welcomes all guests, answer their queries, and assist them in all public catering menu
- Process guests orders and register in POS

Food Server- Dubai World Trade Center (MICE, WEDDINGS, Outside Catering)

- Prepare meeting rooms food & beverage requirements, set ups such as coffee breaks and meal packages.
- Ensure that delivery of food and special beverages with in coffee break are in accordance to set standard and event plan.
- Serve set menu of food and beverage pass around during conferences, corporate events and other government gatherings within the complex.
- Worked with MICE manages to ensure that guest receive excellent service during delegate packages in different mealtime and functions.
- Handle variety of catering with in exhibition stands.
- Prepare table set up and toppings depending upon what set menu does the wedding client preferred.
- Follow sequence of service in different meal types like if food are on the table, silver service, set menu or buffet.
- Handles guests complaints and provide them with exceptional service

REVIEW Consultants & Staffing Resources, Inc.

Tubigan Biñan, Laguna, Philippines

February 2011 – January 05, 2018

HR/ Recruitment Staff - Senior Trainer

- Source for possible recruits by posting job in different forms; actively participate in various job fairs/organize job fairs events; Coordinate regularly with different Provincial Employment Service (PESO)
- Facilitate exam and interview of applicants insuring that only qualified person are shortlisted
- Facilitates lecture for applicants (basic Math)
- Provide list of requirements to shortlisted applicants
- Endorsed short-listed applicants to client for final interview/screening/trade test
- Assist applicants for trade test/ clients interview
- Facilitate referral and follow up result of medical exam from accredited clinics/provider
- Review and prepare applicants 201 file, ensuring that all required documents are complete
- Endorsed applicants – who passed clients screening – for Pre-employment Orientation;
- Facilitate Pre- Employment Orientation

ADMINISTRATIVE TASK

- Receive calls for inquiry and employee's concern
- Handling and encoding data in HRIS
- Attends to internal and external client concerns (MANCOM) and communicate it directly to HR Manager
- Oversee production service ensuring they comply to Standard Operating Procedure
- Implement Company Rules and Regulations among employees and issue disciplinary actions to employee with violations
- Counsel difficult employee
- Assist employees in filling up various employee forms (Contracts, Bank forms, HR forms)
- Generates various MANCOM reports to be submitted to Management Committee
- Others: Payroll and Billing

PERSONAL ATTRIBUTES

- Deal with applicants, clients and other employees professionally at all time
- Ensures the quality of trainings given to employees.
- Provide customer satisfaction at all times.
- Deliver reports on time.

REEL SERVICE INC.

LISP 1 Cabuyao Laguna, Philippines

November 2005 – April 2006

HR ASSISTANT/ TIME KEEPER

- Assist HR personnel
- Assist with recruitment by scheduling interviews, conducting references background check and tracking processes
- Collect the time card of the employees every cut- off and compute their working hour manually.
- Filing the 201 file of the employee
- Encoding employee data in HRIS
- Coordinates job fair
- Maintain confidential department files

ADDITIONAL EXPERIENCE

Practice Teaching

Naujan Municipal High School

Naujan Oriental Mindoro, Philippines

August – October 2004

SKILLS

Proficient in MS word, MS excel and MS power point presentation.

Good in Oral & Written English Communication.

TRAINING & SEMINAR

Barista – Quarterly training every year (Dubai World Trade Center)

DO – 18A - Labor Compliance

PALSCON IV-A

Philippine Association of Legitimate Service Contractors INC. Paseo

Premiere Hotel Paseo de Sta Rosa, Sta Rosa Laguna, Philippines

September 12, 2014

CHARACTER REFERENCES:

Mr. Oliver Vergara

Dubai World Trade Center

F&B Manager

Mobile # 050594124

I hereby certify that the above information is true and correct to the best of my knowledge and belief.

Diosa Tolentino Cruz
Applicant

