**NIMIEL M. ALBA**

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**Address**: Dubai, UAE

**Visa Status:** Cancelled Visa

# **CAREER OBJECTIVE**

To establish a career forward position and become associated with a company where I can seek to diversify my skills and gain further experience while enhancing the company’s productivity and reputation.

# **SUMMARY OF KNOWLEDGE AND SKILLS**

* Adept in Microsoft Environment (Excel, Word and Powerpoint)
* Excellent Communication and Interpersonal Skills
* Customer and Supplier Negotiation Skills
* Order and Service Management
* Good negotiation skills
* Good Team leading skills

# **Work Experience**

**CUSTOMER SERVICE AGENT**

**Dubai International Airport**

**Dubai UAE**

March 2016 – February 2020

* Provides relevant assistance to passengers with disability and special needs
* Handles incoming calls and inquiries from passengers
* Assists customers effectively by solving passenger disputes
* Provides customer additional information or explain services
* Ensures customer satisfaction
* Tactfully handles confrontational or stressful interactions with the public

**SALES ASSOCIATE**

**Robinson Galeria Victoria,**

**Balanga City, Philippines**

August 2014 –October 2015

* Greet customers acknowledge their needs and requests
* Engage customers in discussion on quality, type and number of product desired for purchase.
* Suggest merchandise choice on the basis of a particular customer’s needs
* Offer advise to customers on how to make use of and care for a product

**WAREHOUSE ASSOCIATE**

**Luen Thai Holding Company Philippines**

**Desktop Philippines Incorporated**

June 2013 – November 2013

* Verifies product count received from the distribution center with agency load sheet.
* Verifies every distributor’s outgoing load against the route load sheets.
* Receives in new product, tag and place on racking system
* Cycle Count stock, Inventory adjustments
* Pull orders from a pick ticket and cut fabric orders
* Package product sold for shipping
* Scan packages for shipping
* Handle maintenance projects as needed
* Organize warehouse and work area for orderliness at all times

**WAITER**

**Bistro Timotea, Mariveles, Philippines**

Feb 2010 –March 2012

* Greet customers, present menus and explain daily specials to customers
* Take orders and serve food and beverages to the guest
* Clean and set up tables, refill condiments and stock service areas
* Responsible in providing the highest customer service at all times

**SALES REPRESENTATIVE CUM SERVICE CREW**

**Jollibee Food Corporation, Philippines**

June 2009 – November 2009

* Frontline personnel who dealt with customers
* Handling customer orders and ensuring that their expectations were met as per company standards
* Responsible for invoice and billing
* Attending and making sure that customer concerns were well address
* Performing other duties and responsibilities assigned from time to time

**STOCKMAN/MERCHANDIZER**

**Yahu & Eeboy G Food Philippines**

August 2006 – June 2007

* Receive and count stock items, and record data manually or using computer
* Pack and unpack items to be stocked on shelves in stockrooms, warehouses, or storage yards.
* Maintain positive attitude and resolve customer complaints promptly and professionally
* Give a proper training for newly hired crew

# **Education**

# **POLYTECHNIC UNIVERSITY OF THE PHILIPPINES**

BSBA Major in Business Administration

Bataan, Philippines

April 2009