






JANETTE PAGADUAN TAMANG

Administration and Customer Service Professional

CONTACT

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 +971 56 364 0617

 Dubai, UAE

SKILLS

Excellent written and verbal communication skills

Administrative Support

Proficient in MS Applications

High level of interpersonal skills

Customer Service focused

Ability to work unsupervised

Flexibility and adaptability

Discretion and trustworthiness

EDUCATION

**Bachelor of Technology in
Computer Engineering**

Technological University of the
Philippines

Manila, Philippines

2005-2008

Birth Date: 2nd November 1988

Nationality: Filipino

Visa Status: Employment Visa
(1 month notice)

CAREER OBJECTIVE

To be part of an Organization where I can serve for long term. To make a significant contribution where I can render my expertise, knowledge and skills in a goal-oriented and highly motivated company where there are opportunities for personal and career achievement and growth.

PROFESSIONAL EXPERIENCES

Customer Service Assistant/Admin/Barista

Cino Caffè FZCo, DSO Dubai, UAE

March 2017 - Present

Job Description:

Supports efforts of sales operations, handle organizational and clerical support tasks in the office and responsible for making quality beverages, preparing food orders, and working the cash register,

Responsibilities:

- ❖ Ensure operational daily, weekly, monthly annual reports are updated and submitted on time as required
- ❖ Organize meetings and appointments
- ❖ Coordinates renewal of licenses, contracts, agreements with third parties and prepares purchase requisitions according to operational needs
- ❖ Prepares and maintains reports using Microsoft packages
- ❖ Maintain and manage customer and supplier profile database.
- ❖ Prioritizes jobs in the order of its urgency
- ❖ Undertake additional specific task, as directed by the Heads
- ❖ Implement company policy and procedure in providing good customer service.
- ❖ Interacts with Customer to know their requirements and needs.
- ❖ Handling Inquiries thru email and telephone.
- ❖ Responsible in making good quality espresso, coffee drinks, steaming and frosting milk.
- ❖ Keeping equipment clean and maintaining a tidy environment to assure the overall quality of the Product.
- ❖ Maintaining a clean work environment that follows the health, safety and sanitation guidelines for all product as per DM protocol.
- ❖ Shows continuous improvement by taking initiatives and accepting responsibilities.

Assistant Retail Facilities Supervisor

Emarat, Business Bay, Dubai, UAE

January 2011 - May 2014

Job Description:

Supports efforts of sales operations, assist the Store Supervisor on day-to-day basis in handling organizational, and clerical support tasks in the station.

Responsibilities:

- ❖ Prepare LPO to the entire supplier.
- ❖ Mentor new sales and service protocol, safety and technique to increase sales and improve customer satisfaction.

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PROFESSIONAL EXPERIENCES

- ❖ Dealing with correspondence and phone calls escalated by junior associates.
- ❖ Cross-train in every store department to learn new product line and procedure and to fill in for other associate as needed
- ❖ Liaise with Finance and Operations in preparation of all documentation related to invoices and receives
- ❖ Managing the day-to-day operations of the station.
- ❖ Perform administrative tasks such as data input, processing information, completing paperwork and filing documents.
- ❖ Coordinating with the company maintenance department for all station repairs.
- ❖ Prepare and bake different kind of pastries from thawing, proofing and baking.
- ❖ Prepare and making different kinds of coffee from coffee grinding to creating coffee orders such as latte and cappuccino.
- ❖ Prepare and display different kinds of sandwiches from vegetable, filling and bread preparation to chiller display.
- ❖ Undertake additional specific task, as directed by the Station Supervisor

Customer Service Representative

Pacific Hub Corporation, Ortigas Pasig City Philippines
March 2009 – April 2010

Job Description:

Obtains client Information by answering telephone calls; interviewing clients; verifying information. Determines client's eligibility information to requirements. Heavily involved with coordination and implementation of office procedures as directed by the Senior Management team.

Responsibilities:

- ❖ Respond to online, telephone inquiries about the Product and Services, and maximize service opportunity and increase sales.
- ❖ Assist clients in choosing promo and services that best fit in their needs.
- ❖ Suggest Additional product or service offerings based on assessment to clients.
- ❖ Develop loyal clients through friendly service and follow-up after sales or new service are obtained.
- ❖ Undertake additional specific task, as directed by the Floor Supervisor.

Customer Service Assistant

SM Supermall, Manila Philippines
May 2008-October 2008

Job Description:

Creating sales environment that enhances the buying experience, also in-charge on driving the full sales lifecycle from initial contact to demonstration and sales.

Responsibilities:

- ❖ Greet customer on a friendly manner.
- ❖ Ensuring all customer receive excellent service through assisting them in choosing product/services
- ❖ Handling cash, credit or cheque transactions with customer.
- ❖ Scan goods, receives and counts customer payment and change to secure the exact amount for cash in and cash out.
- ❖ Familiarization of promos and services offered by the company.

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Administration and Customer Service Professional cum Barista

PROFESSIONAL EXPERIENCES

Service Crew

Mc Donalds, UN Ave. Manila Philippines
October 2007-February 2008

Job Description:

Working in a team- oriented company with other service crew staff members and reporting to the Shift Manager.

Responsibilities:

- ❖ Greet and assist customer in a friendly manner.
- ❖ Create an inviting environment for the customer to be comfortable and happy.
- ❖ Process cash and credit card payment using cash register and digital system.
- ❖ Respond to customer complains and questions, resolving issue as possible and referring to Manager as needed..
- ❖ Assist customer on their orders and follow-ups as.
- ❖ Suggesting promos and upgrades for higher sales and needs of the customer
- ❖ Keeping areas, such as food preparation and customer areas as clean as possible.