**RODENIEL SAMORANOS TUDLAS**

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**CAREER OBJECTIVES**

Seeking a career where I can best utilize my professional communication, customer service and organizational skills and experience to contribute to promoting a company’s strong image and productivity in line with the company’s mission and objectives. I am highly motivated and excited to undertake a challenging position to enrich my knowledge and develop my skills, while being a valuable Customer Service Representative to my future employer.

**SKILLS AND COMPETENCIES**

* Honest, Hardworking, Self-motivated, Goal Oriented
* Ability to work well under pressure
* Self-starter and able manage work activities effectively and meet deadlines
* Highly organized dedicated and hardworking individual
* Confident, fast learner, dedicated in performing duties accurately, aiming at highest standards
* Good IT knowledge (MS Word, MS Excel, MS Power Point and Basic Computer Programming)

**CAREER EXPERIENCE SUMMARY**

**CUSTOMER SERVICE ASSITANT – January 2019 to June 2020**

Etihad Airways

Abu Dhabi International Airport, Khalifa City, Abu Dhabi, United Arab Emirates

**Duties Performed**

* Assisting Person with Reduce Mobility (PRM), sick, deaf, blind guests from and to its touch points of destination.
* Manually input guest’s information when using a wheelchair assistance and ensuring that correct data are collected.
* Maintaining extra mile Customer Service in Wheelchair handling.
* Following proper standard and procedure upon the company rules and regulations.
* Proven in rendering and assuring safety of each guests.
* Providing proper information and guidance to all guests with transit departures and arrivals.
* Performing a world class customer service in professional manner.

**WAITER – 16 February 2017 to 30 September 2018**

Jordana Company - Pizza Express Al Reem

Ground Floor Arc B Al Reem Island, Abu Dhabi, United Arab Emirates

**Duties Performed**

* Takes and serves food and beverage orders according to prescribed standards of service.
* Looks after the necessary preparations before the start of operation.
* Studies the menu and familiarizes himself with the outlet’s specialties as well as out of-stock items and undertakes suggestive marketing & selling.
* Places orders to the kitchen and manages delivery of orders to customers
* Welcomes and seats guests, utilizing good communication and customer engagement skills.
* Presents food bill to guest, receives payments and remits the same to the cashier.
* Attends to guests’ inquiries, requests and complaints in a competent mature manner.
* Clears tables of soiled dishes, dirt and trash adhering to required health standards.
* Performs other side duties and assignments given by the supervisor.
* Answering phone inquiries, promoting restaurant promotions, and managing delivery orders.
* Monitors and Manages delivery portals such as Deliveroo, Talabat, Zomato & Mobi2go.

**WAITER – FRONT COUNTER TEAM MEMBER - Jan 19, 2015 – Jan 19, 2017,**

Kuwait Food Company (Americana) - Kentucky Fried Chicken (KFC)

Fujairah, United Arab Emirates

**Duties Performed**

* Took and served food and beverage orders according to prescribed standards of service.
* Looked after the necessary preparations before the start of operation.
* Familiarized myself with menu and the outlet’s specialties as well as out of-stock items and undertaking suggestive selling.
* Placed orders to the kitchen and pick up orders.
* Assisted in welcoming and seating guests.
* Presented food bill to guest, received payments and handled cash registry.
* Attended to guests’ inquiries, requests and complaints.
* Performed other side duties and assignments given by the supervisor.
* Managed work stress with minimal supervision, attaining the fast pace requirement of the chain.
* Worked more than nine (9) hours shift, when required as per requests from supervisor.

**DOCUMENTARY OFFICER – Apr 2014 – Sep 2014,**

Online Hiring Corporation – Makati City, Philippines

**Duties Performed**

* Attended to applicants’ inquiries through phone calls and follows up the documents in provincial branches.
* Updated database using Microsoft Excel
* Performed filing and document processing tasks (VISA Applications) for Embassy (Kuwait, Kingdom of Saudi Arabia, Qatar)

**MARKETING STAFF - Oct 2013 – Apr 2014,**

Interface Computer College – Davao City, Philippines

**Duties Performed**

* Conducted a career guidance sessions and provided flat form to graduating high school students in Davao City for their future courses in College.
* Managed database input of students’ information using Microsoft Excel.
* Answered phone calls and enquiries of all upcoming freshmen and transferees within the school regarding course offers and tuition fees.
* Conducted an Academic Scholarship Examination in school for all freshmen students who wanted to have a school academic scholarship program.

**PASSAGE STAFF/ CUSTOMER SERVICE REPRESENTATIVE – Jan 2008 – Jun 2011,**

Ocean Fast Ferries, Inc. – Bacolod City, Philippines

**Duties Performed**

* Welcomed passengers and issued passenger tickets.
* Handled passenger cash payments.
* Allocated seat assignments to passenger in their specific trip and presented boarding passes.
* Handled advance booking of group passengers.
* Monitored daily passengers and made report of it and forward to the superior.
* Handled Customer Complaints and updated the daily weather forecast for customer information.
* Attended to the passengers needs and assistance.
* Managed passenger manifest approval with Coast Guards each trip.

**EDUCATION BACKGROUND**

**ASSOCIATE IN COMPUTER TECHNOLOGY – Oct 2013,**

Interface Computer College – Davao Philippines

**Knowledge and skills attained**

* Computer programming languages (C++, Turbo C, Visual Basic 6).
* Ability to create simple programs.
* Demonstrated working knowledge of Microsoft Word, Excel, and PowerPoint.

**SECONDARY EDUCATION - Apr 2005,**

Davao City National High School – Davao Philippines