

Billhagen T. Pantig

Customer Service Representative / Concierge



OBJECTIVE

To secure a challenging position that utilizes my years of experience, while allowing me the opportunity to grow professionally and to make use of my interpersonal skills to achieve goals of a company that focuses on customer satisfaction and customer experience.

PERSONAL INFORMATION

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📍 Emaar Building 1B Town Square
Al Qudra Dubai

EDUCATION

Bachelor of Science in Nursing
Dee Hwa Liong College Foundation

Work Experience

01 / 02

01 – Residence Concierge

Burj Khalifa (Emaar Properties PJSC)

July 2016 – January 2021

Duties & Responsibilities

- Meet guests and provides outstanding customer service to all the residents, tenants and their authorized guest and ensure that only them are permitted to access the residence or corporate offices.
- Identify the needs of the department and areas for improvement through appraisals conducted periodically and ensure that all members of the team are well motivated and developed to increase their effectiveness and commitment in accomplishing exceptionally challenging goal.
- Maintains a positive and professional relationship with all vendors and merchant.
- Build to have extensive knowledge base of local area restaurants, shops, attractions, transportation options, and airports.
- Indicate the root and cause of the problems and provide solutions to each.
- Ensure that all major issues of customers are resolved in a timely manner, by coordinating with other departments and higher management as required.
- Assist in meetings with residents, colleagues, and the departmental managers on a regular basis or as necessary, to receive updates and feedbacks on the department's daily operation, and to structure preventive measures from negative feedback from customers that will stain the image of the company.
- Conduct essential site visits to increase awareness on actual situations going on within the communities
- Require report to the Team Leader periodically, to accurately on the days performance results
- Represent the department at inter-functional standing and meetings and contribute to the development and control of realistic plans and policies.
- It is the duty of the Concierge Receptionist to report to his senior or the higher management, the accomplishments as well as the discrepancies of his department.

02 – Front of House & Membership Consultant

Fitness First Platinum- DIFC Dubai

July 2014 – May 2016

Duties & Responsibilities

- Greets all customers in a courteous, polite, helpful and professional manner and provide the Platinum Club members (VIPs) with high level of service and hospitality.
- Ensures the Information desk are kept clean and tidy throughout the day.
- Follow up on all maintenance, procurements and delivery done to the club.
- Complete assigned tasks before or within the given deadline.
- Handle complaints and customer queries and resolves issue accordingly.
- Prepares and maintains a daily log for all the transactions and checks all payments as per POS and cash/credit card slips are tally.
- Recommend new offers to all existing members and keep them aware of all the available program.
- Generate leads from members' referrals and walk ins to acquire new club members.
- Manages and handles membership accounts.
- Contribute idea for marketing strategy as may be required to acquire new member.

GENERAL SKILLS

Microsoft Word
Microsoft Office
Typing
Information Management
Accounting
Reporting
Scheduling

SOFT SKILLS

Greeting & Welcoming
Business Writing
Efficiency
Organization
Professionalism
Communication
Conflict Resolution

SPOKEN LANGUAGE

Tagalog
English

Work Experience

02 / 02

03 – Consumer Key Account Executive

DU (EMIRATES INTEGRATED TELECOMMUNICATIONS CO) Ajman

April 2012 – May 2014

Duties & Responsibilities

- Responsible for all client communication, conflict resolution, and compliance on client deliverables and revenue
- Reviewed all major deliverables (i.e., strategic brief, functions spec, tech spec, etc.)
- Ensure the quality standards and client expectations are met.
- Ensure that client issues are dealt with in an efficient manner, informed the Retail Line Manager of any problems that occurred.
- Sustain client request on their mobile plan changes (Upgrade –Downgrade/vice versa).
- Work closely with network team and technical team to maintain continuous knowledge of service status in order to identify potential issues and/or opportunities within or related service.
- Resolved billing and service complaints and referred grievances to designated departments for investigation.

04 – Sales Associate

SM DEPARTMENT STORE - Pampanga Philippines

January 2008 – November 2011

05 – Retail Sales Representative

ADIDAS SHOP, ROBINSON'S DEPT. STORE – Philippines

March 2006 – December 2007

Duties & Responsibilities

- Established and maintained full ownership of the complaints from customers.
- Responsible for creating numerous status reports, such as activities, closings, follow-up and adherence to goals.
- Grasped new opportunities, special developments for products and services, and collected information as well as feedbacks.
- Advertised and sold products and services of the company to current and perspective customers.
- Establish and maintain materials relating to sales and knowledge of current products.
- Develop and maintain the rapport with current customers and potential customers.
- Adhered to all company's policies, procedures and business ethics.

06 – Sales Associate cum Cashier

AMERICAN FOOD COMPANY - Pampanga Philippines

January 2005 – February 2006

Duties & Responsibilities

- Accepted payments for purchased items
- Assist customers' needs.
- Replenished display items
- Made daily and weekly sales report
- Monitored input and output of items
- Received and checked deliveries