



# CARLOS G. SAPASAP



## CONTACT



### Phone

056 423 2486



### Email

carlossapasap@gmail.com



### Address

Hamdan Street, Abu Dhabi



## EDUCATION



College Level:

**2011-2012**

**Bachelor of Science in  
Hotel and Restaurant  
Management  
(BSHRM)**

University of Baguio  
Baguio City, Philippines



## PERSONAL INFO

Gender: Male

Date of Birth: January 10, 1995

Civil Status: Single

Nationality: Filipino

Visa Status: Tourist Visa valid  
until March 5, 2023



## LANGUAGE

• English

• Tagalog



## CAREER OBJECTIVE

Seeking a challenging position with a growing oriented company that offers opportunities for advanced and professional development. To achieve further exposure and take new challenges for career improvement: willing to be assigned and to be trained: and to become more efficient and productive to the company.



## WORK EXPERIENCE



**Somerian Healthcare LLC**

**2021 - October 2022**

**Abu Dhabi, UAE**

**Covid 19 Swabber/ Scanner/ Encoder**

- Data entry - maintains database by entering new and updated patients information.
- Conduct nasal swab COVID tests.
- Installs watch tracker and encoding patients personal details to Abu Dhabi Terminal passengers - assigned in Abu Dhabi Airport.
- Scans patients forehead using EDE application on mobile phone - assigned in Dubai/Abu Dhabi boarder.
- Scans and store specimens according to established procedures.
- Generates daily report of specimen after scanning.
- Coordinates and work closely with testing team to ensure all patients information are labeled in the specimen.
- Assists when needed to transport specimens back to appropriate laboratory for testing.
- Comply with all designated safety policies and procedures in the work area.



**Gulf Greetings General Trading LLC**

**2019 - 2021**

**Abu Dhabi**

**Sales Associate**

- Greeting Customer, responsible to question, improving engagement with merchandise and providing outstanding customer service.
- Cross-selling products to increase purchase amounts.
- Product knowledge.
- Ensure high levels of customer satisfaction through excellent sales service.
- Follow and achieve departments sales goals on monthly, quarterly and yearly basis.
- Team up with co-workers to ensure proper customer service.



**Global Agility Solution (BPO)**

**2017 - 2019**

**Baguio City, Philippines**

**Image Review Specialist**

- Responsible for reviewing contracts and capturing relevant terms and contract components into our database.



## SKILLS

- Willing to learn and undergo training.
- Patient and hardworking.
- Ability to work in a team.
- Ability to maintain and establish good working relationships.



## HIGHLIGHTS OF QUALIFICATIONS

- Substantial experience and multi task coordinator.
- Excellent interpersonal skills and ability to work well with others.
- Respect and discretion to confidential information.
- Strategic & creative thinker with effective verbal communication and writing skills.
- Excellent self-motivated, enthusiastic, and committed to professional excellence.
- Strong negotiation and collection skills.



## AWARDS

- **October 2018**  
Outstanding Performance - Global Agility Solutions
- **November 2018**  
Outstanding Performance - Global Agility Solutions



## CERTIFICATIONS

- **August 17, 2022**  
Nasal and Oral Swab Specimen Collection Course for Covid-19



## WORK EXPERIENCE

- Prescribed method of reading contracts to ensure accuracy.
- Reviewing and making sense of contracts is similar to solving a puzzle.
- Solving complex problems and have the patience required to identify the pieces and put them together accurately.
- Learn the various contract services typically provided by vendors and know how to assign these services to the contracts.

### ➤ **Ziller's@net Korean KTV Bar** **2016 - 2017** **Baguio City, Philippines** **Shift Manager**

- In-charge of the overall night operations of the KTV Bar.
- Sales Executive, Cashier and Inventory Clerk, Waiter, KTV Safety and Security.
- Manage the business aspects of the bar, such as keeping a current liquor license, negotiating supplier contracts, taking inventory and reordering supplies, managing budgets, and setting goals.
- Hiring and training staff to provide excellent service to patrons.
- Creating effective schedules and quickly resolving conflicts to ensure that bar is well staffed during peak hours.
- Setting and enforcing quality and safety controls.
- Ensuring licenses are updated and in line with current legislation.
- Working with diverse personalities both on the staff and patrons.
- Planning and taking part in promotional events.
- Diffusing tense situations between patrons or staff members to prevent possible safety or legal issues, ejecting unruly persons, if needed.
- Maintaining a fun, safe atmosphere for patrons.

### ➤ **Cora's Restaurant** **2012 - 2014** **Baguio City, Philippines** **Sales Associate**

- Greet and escort customers to their tables.
- Present menu and provide detailed information when asked.
- Prepare tables by setting up linens, silverware and glasses.
- Inform customers about the day's specials offer menu recommendations upon request.
- Up-sell additional products when appropriate.
- Take accurate food and drinks orders, using order slips or by memorization.
- Communicate order details to the Kitchen Staff.
- Serve food and drink orders.
- Check dishes and kitchenware for cleanliness and presentation and report any problems.
- Arrange table settings and maintain a tidy dining area.
- Deliver checks and collect bill payments.
- Follow all relevant health department regulations.
- Provide excellent customer service to guests.