

MARJORIE ROQUE MENDEZ

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SUMMARY:

Experienced Delivery Specialist with a demonstrated history of working in the logistics and supply chain industry. Strong operations professional skilled in Sales, Customer Satisfaction, Team player and Transportation.

WORK HISTORY:

February 2017 - Present

Company Name: SHIPA Delivery (former Mara Xpress LLC)

Location: Abu Dhabi Branch

Position: **Delivery Expert**

- *Coordinate with the company about delivery order details*
- *Pick up materials/items from warehouse and deliver it to recipients, keeping signed record of each delivery*
- *Delivery of dairy and nutrition products*
- *Sort items for delivery per location*
- *Assist customers in a professional, polite and prompt manner*
- *Maintained assigned vehicle in neat, clean and functional condition*
- *Maintained records of all journeys made along with record of fuel fillings*
- *Collected cash payments upon delivery when required, submitted receipts of payment from deliveries at the end of each shift.*
- *Deposits payments to its respective bank*
- *Answered customer questions regarding shipments*
- *Upsell products so customer will proceed with their purchased items*

November 2014 – February 2017

Company Name: TAWASUL TRANSPORT LLC.

Location: Musaffah Industrial Area M3, Abu Dhabi UAE

Position: **Lady Taxi Driver**

- *Drive the family taxi safely to provide transportation for passengers*
- *Help passengers load and unload their baggage*

- *Tour and guide the tourist passengers in all the tourist spot here in Abu Dhabi and some areas in UAE*
- *Maintain the vehicle in clean and sanitary conditions*
- *Take the car for minor repairs and service*
- *Carry out miscellaneous tasks as direct*

November 2012- October 2014

Company Name: ACS OF THE PHILIPPINES- A XEROX COMPANY

Location: Pasay City, Metro Manila Philippines

Position: **Customer Care Specialist**

- *Handled inbound call s in terms of health insurance*
- *Maintains customer records by updating account information*
- *Resolves product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment*
- *Sending general inquiry to the home plan via email.*

July 2010 – August 2011

Company Name: MARY ANN BREADHAUZ AND CONVENIENCE STORE

Location: Bongabon Public Market Bongabon, Nueva Ecija

Position: **Assistant General Manager**

- *Established and maintained a positive work environment that supported staff.*
- *Managed and received order for company and ensured sale according to company quality standards.*
- *Decides on matters/problems of the products and services such as bulk products, discounts, penalties etc.*
- *Performed regular checks on inventory according to company policies and ordered supplies if required.*
- *Recorded all invoices and bills generated and matched payments with it.*
- *Provide optimal customer service and assisted customers in selecting appropriate product for events.*
- *Decorates cakes and balloons for special event.*

Nov 2009 – June 2010

Company Name: CITY DINER

Location: Tongren Road, Shanghai China

Position: **Assistant Supervisor (On the Job Training)**

- *Responsible for providing the needs of all the customers personally even via delivery orders.*
- *In charge of all payment transactions provided by the customers, and providing reports.*

- All actions taken were reported directly to the Shifting Manager In-charge as well as to the Owner.

OTHER SKILLS:

Knowledgeable in using Microsoft windows office, Internet savvy, Driving Automatic vehicles (with Professional UAE Driver's License valid until 21-01-2025) and Driving Manual vehicles (with Philippines Professional driving license).

EDUCATIONAL ATTAINMENT:

TERTIARY

June 2007- May 2011 INTERNATIONAL ACADEMY OF MANAGEMENT AND ECONOMICS
(Metropolitan Avenue, San Antonio Village Makati City)
Bachelor of Science in Business Administration Major in Marketing

SECONDARY

(June 1998 –March 2002) LA FORTUNA COLLEGE SCIENCE & TECHNOLOGY
(Daang Sarili Cabanatuan City, Nueva Ecija)

PRIMARY

(June 1992 – March 1998) BONGABON CENTRAL SCHOOL
Brgy. Social Bongabon, Nueva Ecija)

PERSONAL DATA:

Birthday	:	September 10, 1985
Birthplace	:	Bongabon, Nueva Ecija, Philippines
Civil Status	:	Single
Citizenship	:	Filipino
Religion	:	Roman Catholic

CHARACTER REFERENCES: Upon Request

I hereby certify that the above information was true and correct to the best of my knowledge and benefits.

Marjorie Roque Mendez
Applicant

