

ALDRIN P. GUTEZA

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CAREER OBJECTIVE:

A position with an innovative, results-oriented firm where my analytical and strategic skills will be valued which will apply my knowledge and expertise and enhance my capabilities in group work, and research casework which provides self-career development as well as to establish a productive working relationship with other people and other personnel staff.

SKILLS:

- Basic Arabic speaking
- Computer literate (Microsoft office)
- Good Interpersonal and Communication Skills

WORK EXPERIENCES:

Call Center Agent / Customer Service Representative

Nolu's Restaurant LLC – Galleria Mall

December 2019 to November 2022

- Accepting calls from the customers for any inquiries and explaining what cuisine that our Restaurant have in a convincing and lively manner.
- Accepting calls for table reservations thru phone calls and online and coordinate it with the floor staff for the table setting.
- Accepting order online.
- Punching the order carefully in POS.
- Responsible in cash handling in call center section.
- Transacting the payment from the customer thru card machine.
- Coordinating with the drivers for the delivery.
- Updating the System for the available and unavailable items.
- Coordinating with the floor staff for any walk in and take away orders.
- Responsible for opening and closing in call center section.

Employee of the Month: January 2021, June 2021, and September 2022

Sales Associate / Cashier

Abu Dhabi National Oil Company – Distribution

Fujairah City, UAE

14, January 2014 – 28, October 2019

- Greeting customers and aid when needed.
- Handle various duties such as operating the cash register, stocking shelves, and maintaining the store clean and organized.

- Helping customers in locating products.
- Provide a daily report to manager on daily sales and endorse it properly.
- Provide training to newly hired employees.
- Receiving items from the supplier and entering the invoice in the system.
- Carefully checking the shelf life of every item and removing those items that are damaged and nearing expiry.

Service Team Player / Cashier

Cafe Ceramique

Al Aali Mall, Seef District,

Manama, Kingdom of Bahrain

February 2011 – January 2013

- Receive payment by cash, check, credit cards, vouchers, or automatic debits.
- Responsible in suggesting the products, taking orders, and serving the food.
- Creating different varieties of coffee and juices as a Barista.
- Maintaining the cleanliness of the shop.
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
- Engaging in the outside event as a representative of the shop.

Inventory in Charge / Cashier

Jasmi's Corporation

Manama, Kingdom of Bahrain

January 2009 – January 2011

- Helping the team in the Counter and Kitchen to provide better and fast service.
- Answering to customer inquiries and provide solutions on their concerns.
- Receiving the deliveries and enter the invoices in the system.
- Responsible in Daliy, Weekly, and Monthly Inventory.

EDUCATION:

De La Salle University - Dasmarinas

Dasmarinas, Cavite, Philippines

Bachelor of Elementary Education

REFERENCES:

Mark Jayson Malabuyoc

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