

# Mhargarett Rodriguez

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To be hired in a position that is best to my capacity and ability to bring my knowledge into a productive line of job.

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## Skills

- Analyzed consumer brand loyalty, competition and consumer interests to determine how to build and strengthen the brand for better exposure and reputation
- Very good in customer relation
- Computer Literate
- Promoted a positive work atmosphere by behaving and communicating in a manner that supported staff, parents, and general public.
- Organize, Reliable, Honest and Patience

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## Work Experience

FEBRUARY 24, 2015 – JULY 15, 2021

### Guest Experience Manager / McDonalds UAE, Dubai

- Taking care of the customer by putting them first and providing exceptional service standard.
- Managing guest and front office operations, assisting the guest in the lobby area and responds to guest request and complaints.
- Being a guest services manager oversees lobby operations.
- Handling client queries and providing proper solutions.
- Help to create memorable moments and great dining experience while exceeding our guest expectations by providing perfect execution with genuine, authentic warmth and hospitality.
- Inspire the team to deliver a guest experience that blurs the line between restaurants and quick service restaurants. Make guests feel important, and confidently answer their questions about our food and our brand.
- To be a model of calm and fairness with guest experiences, and handling various situations with composure and positivity.
- To bring a bit of unexpected joy to someone's day by being welcoming and friendly, while ensuring an exceptional guest experience.
- Connecting in the most meaningful way with guests during their visit at all touch points
- Awardee of McDonalds as a Local Store Marketing of Year last December 2019.

OCTOBER 2021 – SEPTEMBER 30, 2022

### Administrative Staff / First Gulf Legal Translation, Abu Dhabi

- Assisting the client to all their documents and providing a high quality of translation.
- Handling all accounts payable by recording invoices and issuing of payments.
- Attending telephone calls, sending emails and communicating to suppliers and clients.
- Process transaction quickly and accurately, and fully follows operating procedure.

- Exceptional Verbal written communication skills, Strong competitive drive and work ethic to succeed.
  - Energetic self-confident flexible, hardworking able to work under pressure.
  - Prepares quality documentations and reports by collecting, analyzing and summarizing information and trends including failed processes, stability studies, recalls, corrective actions, and re-validations.
  - Refers to online translation tools for additional assistance with translations.
  - Provide clients with quotes based on project length and level of complexity.
  - We follow up with clients to ensure satisfaction and understanding.
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## Education

APRIL 2011

**Bachelor of Science in Nursing / University of Perpetual Help System – Dalta/ Molino, Bacoar**

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## Activities

Coordinated with management and regular volunteers to ensure all activities were handled correctly and according to the schedule. Document resident attendance, answer question and resolved concerns.

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## References

### **Angela Alquisar**

1st Assistant Manager  
McDonalds  
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### **Lea Mae Banares**

Local Store Marketing Coordinator  
McDonalds  
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### **Haitham doud**

Translator  
First Gulf Legal Translation  
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