



Klidja Ace V. Canlas

ABOUT ME

Dedicated Office Assistant with 2 years' experience handling confidential paperwork and making routine office tasks as efficient as possible. Provide customer satisfaction in an effective and friendly manner while carrying out designated responsibilities for new and current employers, while the same time doing so with a strong work ethic for peers.

SKILL HIGHLIGHTS

- Adaptability
- Written communication skills
- Time-management skills
- Customer Support
- Customer Service-focused
- Organization skills
- Attention to detail.
- Problem-solving
- System checks and Troubleshooting
- Some Programming Knowledge

WORK EXPERIENCED

Sweetheart Kitchen LLC

Customer Service Representative

March 2023 to October 2023

Dubai, UAE

- Memorized all company products and service with 90+ brands to be able to answer customer questions quickly and efficiently
- Assisted customer complaints through calls and emails
- Managed quality communication, customer support and product representation for each client
- Managed to book a rider using talabat portal
- Develop, build and maintain customer relationships to maximize retention ensure their problems are being solved
- Defined processes to manage customer service request-based

Sweetheart Kitchen LLC

Commis Chef (Shift In-Charge)

February 2021 to February 2023

Abu Dhabi, UAE

- Daily inventory
- Helping with deliveries and restocking
- Ensuring that the kitchen areas are clean and tidy
- Evaluating performance and providing feedback
- Understanding the basic food hygiene practices
- Ensuring the correct and proper portion, arrangement, and food garnish
- Providing customer service to staff and customers
- Implementing effective organization of inventory restock to track items and avoid waste

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EDUCATION

Medical Coding

2023

Abu Dhabi, UAE

Computer Programming NCII

2012-2014

Philippines

TECHNOLOGY SKILLS

MS Office

MS Excel

MS Powerpoint

Basic Photoshop

Odoo Software

ERP Knowledge

Visual Basic

CERTIFICATION

Youth for Information Technology
(2013)

6th IT Convergence
(2014)

EFST Certificate
(2021)

Employee of the month
(February 2022)

First Aid Training
(September 2022)

TRAININGS

Cooperative Development Authority
(National Certificate II)

Computer Hardware Service
(National Certificate II)

Youth for IT
(September 2013)

6th IT Convergence
(March 2014)

HOBBIES

Photography

Machine Learning

Learning Language

Reading

Baking

WORK EXPERIENCED

Wetown Amusement Center

Assistant Manager

June 2019 to February 2020

Philippines

- Assisting general manager
- Providing training to employees
- Creating daily reports
- Monitoring customer
- Marketing and communication of promotions
- Inventory control and coordination with logistics and warehouse teams
- Daily monitoring to arcade machines

8Diamond Bingo

Treasury Head

March 2016 to July 2018

Philippines

- Financial report (Monthly and Yearly)
- Control of fixed assets and stock
- Payroll
- Daily deposit report
- Inventory of cards to be use in every game
- Daily monitoring of machines (bill-in and bill-out)
- Ability to communicate to the supplier though phone calls and email
- Assisting player and providing customer service

La Majarica Hotel

Front Desk Agent

April 2014 to November 2015

Philippines

- Performing all check-in check-out task
- Handled cash and credit payment
- Great guest with a bright attitude
- Manage and maintain visitor management system and document accordingly
- Answered incoming calls, provided information and directed calls to appropriate staff
- Managed reservations and cancellations, ensuring accuracy in all data entry