



AILEEN B. GARDOCE

PROFILE

An energetic customer service professional with solid experience providing diverse customer support in high volume customer service environments. Strong problem-solving skills coupled with initiative and accuracy provide a first-rate experience for the customer and facilitate the development of strong customer relationships. A self-motivated and hardworking employee with an excellent track record of meeting and exceeding productivity targets.

CONTACT

PHONE:
050-709-8769

WEBSITE:
Villa 32 St. 57 Al Badaa, Dubai UAE

EMAIL:
aeyh4@yahoo.com

EDUCATION

ATTY. MANUEL B. ABINUMAN MEMORIAL COLLEGE
Magbalon St. Poblacion Cawayan, Masbate Philippines
Tertiary • Hotel and Restaurant Management

MARY IMMACULATE PARISH SPECIAL SCHOOL
Las Piñas, Philippines
Secondary • Graduate

QUEENS ROW ELEMENTARY SCHOOL
Las Piñas, Philippines
Primary • Graduate

WORK EXPERIENCE

**SJ G GLOBAL SOLAR ENERGY SYSTEM TRADING LLC/
SJ G PROJECT MANAGEMENT LLC**

Receptionist

October 1, 2017 – 2024 Present

- Greet and welcome guests as soon as they arrive at the office.
- Direct visitors to the appropriate person and office.
- Answer, screen and forward incoming phone calls.
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures).
- Provide basic and accurate information in-person and via phone/email.
- Maintain office security by following safety procedures and controlling access via the reception desk.

BRANDS FOR LESS

Sales Associate

December 2014 – December 2016

- Ensure high levels of customer satisfaction through excellent sales service.
- Assess customers' needs and provide assistance and information on product features.
- Maintain in-stock and presentable conditioned assigned areas.
- Demonstrate knowledge of products and services to customers.
- Cross-selling products to increase purchase amount.

PAGCOR HYATT MANILA PHILIPPINES

Food Attendant

Jan 2013 – Jan 2014

- Serving foods, branded cigars, chocolates and candies to all casino players.

SKILLS

- Persuasive Speaking Skills
- Ability to use Positive Language
- Clear Communication Skills
- Taking Responsibility
- Effective Listening
- Attentiveness
- Time Management

PERSONAL INFORMATION

Sex: Female

Civil Status: Single

Birthday: October 10, 1984

Citizenship: Filipino

U.A.E. Driving License For Light Vehicles

Email Add: aeyh4@yahoo.com

Mobile Number: +971 50 70 98769

Date of Availability: Immediate

CHARACTER REFERENCES

Annabelle Estrada

Manager - Brands for less

+971 55 602 0847

Anna Loreine Chua

Cashier - Alkon Adventures Trading

+971 55 220 8896

Noreen Pecson

Manager - Brands for Less

+971 56 100 4882

Elizabeth L. Ganda

Senior Air Traffic Controller

NAIA, Philippines

+63 2 831 102

Ramil Quinonez

Professor, Atty. Manuel B. Abinuman

Memorial College, Philippines

+63 905 3327311

Rochelle Leonardo

Hiring and Training Manager

Jollibee Foods Corporation

Las Piñas, Philippines

+63 919 574 4700 | +63 2 806 5879

- Promotes superior service.
- Consistently demonstrates collaborative, relationship building, welcoming and mutually respectful behaviors.
- Serves alcoholic and other beverages to guests, including the casino floor, cocktail lounges and other areas as needed.
- Uses point of sale terminal and completes other cashiering functions.
- Consistently applies knowledge of state liquor laws including proper identification procedures, monitoring levels of intoxication, intervention strategies, refusal of service, and shut off procedures.

MAMA CHIN ENT, SINGAPORE

Performing Artist - Singer

June 2009 – December 2009

- Performing on the stage as a singer.
- Entertaining guests by singing different languages; Indonesian, Malaysian and English songs with a band.
- Maintaining the appropriate physical appearance and stamina needed for performances.
- Collaborating with managers, movie producers, and other musicians.

JOLLIBEE FOODS CORPORATION, PHILIPPINES

Administrative Crew cum Smart Counter Crew

May 2005 – October 2005

- Respond to customer complaints and questions, resolving issues where possible and referring customers to managers as needed.
- Greet customers, record orders, and serve food and beverages with a consistently positive and helpful attitude, including answering questions about the menu.
- Input orders into a point-of-sale system and accept payment using a credit card reader or cash register, calculating change accurately and quickly as required.

STORYLAND – SM SHOEMART, PHILIPPINES

Cashier cum Park Attendant

November 2002 – May 2003

- Manage transactions with customers using cash registers.
- Scan goods and ensure pricing is accurate.
- Collect payments whether in cash or credit.
- Issue receipts, refunds, change or tickets.
- Redeem stamps and coupons.
- Resolve customer complaints, guide them and provide relevant information.

DECLARATION

I hereby certify that the above statements are true and correct to the best of my knowledge.

