



# Florencio B. Bedis II

## PROFFESIONAL SUMMARY

I aim to secure a responsible career opportunity to fully utilize my training skills while contributing to the success of the company. My previous work experience will be the basis for me to be successful not only for myself but also to have a strong business relationship with the company.

### CONTACT:

Add: Flat 130, Family Residence  
Bldg, Hor Al Anz Deira, Dubai  
Contact no. 0545388342  
Email: jr.bedis@gmail.com  
**UAE Driving license no:  
3736828**

## WORK HISTORY

### **Euro Star Rent a Car Owned by Ali & Sons Holdings One Person Company L.L.C:**

#### **CUSTOMER SERVICE AGENT-** December 22, 2022- December 18, 2024

- In charge of creating an agreement for the rental car reservations.
- Make sure to process all the Daily, Weekly, Monthly and Leasing rental for all customers.
- Expert in conducting Customer Retail Management for the company.
- Handles all the rental reservations inquiry for daily tasks.
- Making sure that the collection and delivery requests of customers will be prepared in advance and managed properly.
- Take ownership of customer issue on their car rental.
- Assuring customers to solve issues to the extent of my capacity.
- To provide 100% customer service satisfaction
- Team player to meet goals and targets.
- Responsible for entering into all the rental agreements and car plate numbers to the Dubai Police system or for RTA.
- Manages to do the daily tasks for TARS.
- Monitor exchanges of car plate number for rental transactions.

#### **Fast Buy Garment Trading LLC-** July 15 till Nov. 18, 2022 (Part time)

- Prepare orders.
- Process order requests.
- Packing boxes.
- Marking and labeling stock.
- Maintain a clean and safe work environment.
- Creates detailed inventory reports.
- Assist in unloading trucks and checking in products.
- Sort items according to organizational standards.

#### **Tequra Global: Operations Assistant -** January 18, 2021 – March 20, 2022

- Tracking Various GPS Navigation System
- Notifying clients on key parameters.
- Prepare reports, analysis and documentation.
- Co-ordinate with team members on work delegation and execution.
- Understand client and capture key deliverables.
- Ability to handle phone, emails, WhatsApp chat and personal meetings.
- Proactively planning and scheduling for daily, weekly tasks.
- Preparing proposals for new work.

### SKILLS-Admin, Customer Service & Sales Work

- Data Entry 50/wpm
- Excellent in MicroExcel
  - Vlookup
  - Pivot
  - Formula
- Microsoft office
- Dubai Police System
- Carpro/Leasepro system
- Gateway system
- Karzansoft/Citrix system
- Inventory and Stocks
- Multi-tasking
- Retail selling

### SKILLS-F&B Work

- Bartending
  - Mixing of mocktails & cocktails
  - Concocting beverages
  - Knowledge in bar utensils
- Table set-up
- Kitchen Preparation
- Excellent Customer service
- Sales/Upselling

## EDUCATIONAL

### BACKGROUND:

#### Tertiary Education:

##### *St. Paul University Quezon City*

B.S. Hotel and Restaurant  
Management

October 2009 – October 2011

##### *I-Connect Solutions TEKBOX INC.*

Bartending NC II

September 2009 – October 2009

##### *Our Lady of Manaoag Montessori College*

B.S. Hotel and Restaurant  
Management

June 2007 1<sup>st</sup> Semester

#### Secondary Education:

##### *Parada High School*

Yr 2003-2007

#### **Hertz Alfuttaim Sons & Co.- Data Entry Clerk (Dubai Police System and Traffic/Salik dept.) - July 06, 2015 – April 20, 2020**

- Downloading and uploading files from Karzansoft to Leasepro.
- Processing Traffic fine invoice (Rental agreement only).
- Process manual modification for traffic fine and salik if required.
- Zero audit failure from Dubai Police & Ras Al Khaimah through daily processing of agreements transaction (Closed, Open and Exchanges of vehicles).
- Entering the same in Dubai Police Application within required period.
- Modification of agreement should be completed daily.
- For no scanned Rental Agreements, files should be sent out to concerned department and follow up the next day till all agreements are updated.
- Deleting sold vehicles in Dubai Police Application on weekly basis.
- Closing of Lease agreements should be done every end of the week.
- 40 to 70 rental transactions to enter per shift.

#### **BestOptions Assistance-Jack's Loft Restaubar-Bartender/Server/Asst. Chef January 30, 2014 – January 10, 2015**

- Ensure product inventory is up-to-date and delivered items are entered in the database.
- Mix cocktails and mocktails based on the day's menu.
- Prepare hot and cold coffee, cake and dessert presentation.
- Greet customers and take orders, suggest menu items as add-ons to increase the day's sales.
- Maintain a high level of service while assisting customers in taking their orders.
- Assist the chef with preparing appetizers, main courses, desserts, etc.
- Responsible for any kitchen preparations i.e. clean utensils and appliances, washing and cutting of food items, sauce preparation.

#### **Factory Outlet of Nike - Sales Associate**

May 02, 2013 – January 01, 2014

- Provide customer advice on what products to purchase.
- Introduce and promote target products like new items.
- Check and maintain stocks for all sections in the showroom and warehouse.
- Ensure all stock items are correctly entered in the database.
- Prepare the item transfer requests/reports from warehouse to branches
- Organize price changes during monthly sale/offers.
- Report daily sales numbers directly to the level manager and purchase Manager.
- Conducting monthly and yearly product inventory.

**Mexicali, Mall of Asia Branch (Dining Crew) - August 25, 2012 – April 15, 2013**

## CHARACTER REFERENCE

\*\*\*Upon Request\*\*\*