



**IRISH MAE C. MARIANO**

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**OBJECTIVE:**

To be part of your good and progressive company and share my knowledge in the industry for our success.

**TOTAL NUMBER OF CUSTOMER SERVICE : 5 YEARS**

**QUALIFICATION AND ADVANCEMENT:**

- skilled using computer
- multi task skills
- diligence and dedication to work
- handing POS,taking Talabat and Carriage orders
- passion to ensure customer satisfaction
- work effectively under time pressure

**WORK EXPERIENCE:**

**Company:** Cafe Rouge (Adliya)  
**Designation:** Waitress  
**Period Covered:** Dec. 4, 2018 - present

**Company:** Famouse Supermarket (Ras ruman)  
**Designation:** Sales Retail / Cashier (part-time)  
**Period Covered:** October 24,2018 - Nov. 2018

**Company:** Wembley Boutique (Ummalhassam)  
**Designation:** Saleslady / Cashier (part-time)  
**Period Covered:** October 20, 2018 - Nov. 2018

**Company:** 55 Old St. Restaurant (Adliya)  
**Designation:** Waitress / Cashier  
**Period Covered:** September 19, 2018 – October 11, 2018

**Company :** REMZA INVESTMENT COMPANY  
MEISEI RESTAURANT (Adliya)  
**Designation:** Waitress/Hostess  
**Period Covered :** September 17, 2017 – September 17, 2018 (1 year)

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**Company:** PRIVATE FAMILY  
Beirut, Lebanon  
**Designation:** Housekeeper  
**Period Covered:** September 29, 2014 – September 16, 2017 (3 YEARS)

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**Company:** CONVERGYS  
Ortigas, Philippines  
**Designation:** Customer Service Representative  
**Period Covered:** November 4, 2012 – August 31, 2014 (1.9 YEARS)

#### **DUTIES AND RESPONSIBILITIES OF CUSTOMER SERVICE REPRESENTATIVE**

- Answers incoming customer calls regarding billing issues, product problems, service questions and general client concerns
- Responsible for maintaining a high level of professionalism with clients and working to establish a positive rapport with every caller
- Update customer information in the customer service database during and after each call

- Work with the management team to stay updated on product knowledge and be informed of any changes in company policies
- Impact the company's bottom line by problem solving and turning frustrated clients into repeat customers

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**Company:** **AL AIN PALACE HOTEL**  
 Corniche road, P.O. Box 33  
 Abu Dhabi, U.A.E

**Designation:** **Waitress (TAIKI JAPANESE RESTAURANT)**

**Period Covered :** October 16,2010 - October 17,2012 **(2YEARS)**

### **DUTIES AND RESPONSIBILITIES OF WAITRESS**

#### **Internal and External Customer**

- To be cheerful, helpful and service-oriented to customers at all times.
- To greet each other and whoever walks into the outlet.
- To ensure proper control, including pro-acting to situation, reacting to problems and responsible for any actions taken.
- To report all customer comments/feedback to the immediate superior.

#### **Cleanliness**

- To ensure outlet is well maintained and clean at all time, including utensils, equipment and cutleries used.
- To ensure service station is well stocked and well-arranged before, during and after operation hours.
- To ensure service/floor area should be clean and arranged neatly.

#### **Safety Management**

- To strictly follow the safety and security rules.
- Inform the immediate superior regarding defective equipment such as tables and chairs etc.
- Ensure that the outlet is safe and comfortable for the guest.
- Inform immediate superior for any maintenance malfunction

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**COMPANY:** **Caritas Health Insurance**  
 Davao, Philippines

**Designation :** **Office Assistant**

**Period covered:** September 10, 2009 - September 8,2010 **(1 YEAR)**

### **DUTIES AND RESPONSIBILITIES**

#### **CORRESPONDENCE**

- Receive calls from client, business partners, workers or community members, and either answer and forward the calls.
- taking notes from the manager, preparing a memo or letter and screening mail

#### **DOCUMENTS**

- can copy documents for mailings or for internal distribution
- can fax documents from the company to clients or customers
- proofreading documents before they are sent out of the office

#### **OFFICE TASKS**

- to carry out clerical tasks and errands to assist others
- to cancel or rescheduling appointments, ordering office supplies, taking notes during the meeting

#### **RECEPTION**

- to assist new employees and visitors in finding their way around
- to direct visitors to the people they came to meet
- to offer a friendly and professional reception to people who came to the office
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**Company:** Casa San Miguel  
 San Miguel, San Antonio  
 Zambales Philippines

**Designation :** Music Teacher (violin)

**Period Covered :** June 5, 1999 - July 7, 2009 **(10 YEARS)**

#### **EDUCATIONAL BACKGROUND:**

##### **Tertiary**

Bachelor of Science in Nursing  
 Mt. Carmel College  
 Bocaue, Bulacan  
 S.Y 2001-2003 (2 years)

##### **Secondary**

Calumpit Institute  
Calumpit Bulacan  
S.Y 1997-2001

**PERSONAL DETAILS:**

|                          |                          |
|--------------------------|--------------------------|
| Birth date:              | June 05,1984             |
| Age:                     | 36 yrs. Old              |
| Sex:                     | Female                   |
| Height:                  | 5'4                      |
| Civil Status:            | Married                  |
| Religion:                | Roman Catholic           |
| Language Spoken/Written: | English/Filipino/العربية |
| Passport No.             | P3522557B                |

**SKILLS:**

- Fluency in Arabic Language
- Food and Beverage Service
- Housekeeping
- Customer Service
- Computer Literate (Microsoft Office and Internet)

I hereby certify that the above information is true and correct to the best of my knowledge and belief.

IRISH MAE C. MARIANO

Applicant