Ma. Ellaine Clavite Estoque

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**P R O F E S S I O N A L O B J E C T I V E S**

In search of responsible position, where my extensive knowledge and skills will have valuable application in development of the working environment and customer service

**A R E A S O F E X P E R T I S E**

* Customer Service
* Filing Paper works
* Telephone Operator

**P E R S O N A L I N F O R M A T I O N**

Age: 27 yrs. Old

Birthdate: April 22, 1993

Nationality: Filipino

Passport Number: EC4253190

CPR Number: 930427327

Marital Status: Single

**E D U C A T I O N A L A T T A I N M E N T**

PRIMARY

Kapt. Eddie Reyes Mem. Elementary School 2000-2006

SECONDARY

Fredreach Preparatory School of Taguig 2006-2010

TERTIARY

AMA Computer Learning Center 2010-2013

(Hotel and Restaurant Services Graduated Associated Degree)

**W O R K I N G E X P E R I E N C E**

LILOU ARTISAN PATISSERIE AGHALIA W. L. L (2017- 2020)

Adliya Branch / Riffa Views Branch

(Telephone Operator and Sales Representative)

* Deliver exceptional customer service by professionally receiving and responding to incoming telephone calls from customers and coworkers
* Provide a strong knowledge of store, departments, services and events
* Respond to company orders and other queries via email
* Organize all the paperwork
* Input all guest orders in the system

JALAPENO BURGER (2015-2016)

Ramli Mall Al Aali, Kingdom of Bahrain

(Waitress and Cashier)

* Attend to customer needs
* Accept payments and maned the cash register
* Take food and beverages orders and serve

THE E HOTEL (2014-2015)

Makati, Philippines

(Receptionist)

* Greet clients and visitors with a positive, helpful attitude
* Assisting with a variety of administrative tasks including copying, faxing, taking notes
* Answering phones in a professional manner, and routing calls as necessary
* Assisting colleagues with administrative tasks
* Sorting and distributing mail

SEAFOOD ISLAND (2013-2014)  
Fiesta Market, Market! Market!,  
Bonifacio Global City, Taguig City Philippines  
(Food & Beverages, and Kitchen Staff)

* Prepare and present food quickly and efficiently, meeting costumer standards
* Perform all the tasks in the kitchen other than cooking and serving
* Responsible for the hygiene and sanitation of the kitchen

**S K I L L S**

* Excellent verbal and written communication skills
* Excellent guest, customer, and co-worker’s relation skills
* Excellent proactive attitude towards work
* Strong ability to provide effective leadership and goal setting skills

**P E R S O N A L Q U A L I F I C A T I O N S**

* Microsoft application oriented
* Micros Opera PMS oriented
* Can work for maximum supervision
* Excellent organizational and time management skills