

**IVAN JOHN ERIC P. EGENIAS**

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OBJECTIVE:

To obtain a responsible and challenging position within your company that will allow me to learn new skills while utilizing my previous experiences to improve beyond my abilities and looking to join an ambitious company that is looking to recruit talented people to get results.

PROFILE SUMMARY:

- Goal oriented and hardworking
- Flexibility with hours. Attention to details and accuracy
- Strong analytical and problem solving
- Excellent written and verbal communication skills
- Highly trustworthy, discreet and ethical
- Proficient in computer particularly in MS office and Windows application.
- Experience of a Sales and marketing roles
- Ability to work-in and lead a team

WORK EXPERIENCE:

iQor Philippines, Clark Pampanga

Position: Customer Service Representative

May 2021 to June 2023

Duties and Responsibilities:

- Responsible for processing and handling customer menu orders
- Handling customers concerns via phone
- Helping customers check the status of their orders
- Explaining special offers and making suggestions to help customers place the orders they want and get the most value from our menu

Dolby Café – Sole Proprietorship LLC, Mussafah, Abu Dhabi, UAE

Position: Barista/Juice Maker

Jan 2019 – up to Oct 2019

Duties and Responsibilities:

- Welcomes customers by determining their coffee interests and needs
- Prepare and serve hot cold beverages, such as coffee, espresso drinks, blended coffees, teas and different types of juices and shakes
- Clean and sanitize work areas, utensils and coffee machines
- Ordering, receiving and stocking retail products or stock supplies

- Slice fruits, vegetables or desserts for use in food service
- Regularly checking the temperature of refrigerators, freezers or other heating equipment to make sure it function properly
- Maintaining a prompt and friendly customer service

Airest Restaurant Middle East, Airport, Abu Dhabi, UAE

Position: Barista/Cashier/Waiter

April 2017 – December 2018

Duties and Responsibilities:

- Greet customers as they arrive in the store and provide them with information regarding products and/or services
- Present menus to customers and answer questions about menu items, making recommendations upon request.
- Take orders of the customers
- Enter the transactions in the cash register/POS and provide customers with the total bill
- Issue receipts and change to customers
- Process credit card and cash payments
- Prepare meals and making coffees and juices for the customers.
- Keep the work area tidy and clean
- Perform the duties of customer service representative when required
- Resolve customer complaints in a proactive manner
- Maintain knowledge of store inventory and sales activities
- Assist customers by answering phones to take reservations or to-go orders, and by greeting, seating, and thanking guests.
- Count money in cash drawers at the beginning and end of the shift to ensure that amounts are correct and that there is adequate change.

7 Spices (Emirati Restaurant), Salam St, Abu Dhabi, UAE

Position: Cashier/Waiter

March 2016 – March 2017

Duties and Responsibilities:

- Greet customers as they arrive in the store and provide them with information regarding products and/or services
- Present menus to customers and answer questions about menu items, making recommendations upon request.
- Take orders of the customers
- Enter the transactions in the cash register/POS and provide customers with the total bill
- Issue receipts and change to customers
- Process credit card and cash payments
- Prepare meals of the customers.
- Keep the work area tidy and clean
- Perform the duties of customer service representative when required

- Resolve customer complaints in a proactive manner
- Maintain knowledge of store inventory and sales activities
- Assist customers by answering phones to take reservations or to-go orders, and by greeting, seating, and thanking guests.
- Count money in cash drawers at the beginning and end of the shift to ensure that amounts are correct and that there is adequate change.

OSHA GOURMET, Masdar City, Abu Dhabi, UAE

Position: Waiter

January 2015 – January 2016

Duties and Responsibilities:

- Responsible for serving food and beverages in restaurant efficiently and in a most courteous manner.
- Carry out all duties in accordance with tasks and descriptions with reference to established rules and policies.
- Performs any other duties as may be assigned by your superior.
- Suggests food and beverages ~ to be well versed with the menu, method of preparation and accompaniments.
- Cleans and polishes Glassware, China ware, hollowware and flatware.
- Maintains cleanliness and mise-en-place level at working station and service pantry for smooth operation.
- Replenishes supply of linen and other Operating equipment.
- Obtains requested items from the storeroom.
- Keeps general appearance and maintenance of Restaurant working areas.
- Follows correct sequence of service outlined in the Standard Operating Manual.
- Sets up tables in accordance with Restaurant policy; Prepare tables for meals, including setting up items such as linens.
- Cleans and removes dishes from the table after service is completed.
- Transports soiled dishes from dining room to kitchen and depositing them in proper placing at the Steward area.
- Cleans all spillage during mealtime and at closing.
- Maintains excellent grooming standard at all times.
- Attends all training sessions as scheduled.
- Check with customers to ensure that they are enjoying their meals and take action to correct any problems.

SUBWAY, Dubai/ Ras Al Khaimah United Arab Emirates

Position: Sandwich Artist

May 2013 – January 2015

Duties and Responsibilities

- Greets and serves guests, prepares food, maintains food safety and sanitation standards, and handles or processes light paperwork.
- Exhibits a cheerful and helpful manner while greeting and taking orders.
- Demonstrates a complete understanding of menu items and explains them to guests accurately.
- Uses Point of Sale system/cash register to record the order and compute the amount of the bill. Collects payment from guests and makes change.
- Performs Cash-In Procedure- accounting for all forms of money, bread, etc., during the shift.

- Prepares food neatly, according to formula, and in a timely manner.
- Checks products in sandwich unit area and restocks items to ensure a sufficient supply throughout the shift.
- Understands and adheres to proper food handling, safety and sanitation standards during food preparation, service and clean up.
- Cleans and maintains all areas of the restaurant to promote a clean image. Understands and adheres to the 3-step method for cleaning.
- Understands and adheres to all quality standards, formulas and procedures as outlined in the SUBWAY Operations Manual.
- Maintains a professional appearance and grooming standards as outlined in the SUBWAY Operations Manual.
- Performs light paperwork duties as assigned.

EDUCATION:

Bachelor of Science in Nursing

University of Perpetual Help Rizal- JONELTA
Dasmarinas, Cavite, Philippines

PERSONAL DETAILS:

Date of Birth : 01/17/1993
Nationality : Filipino
Gender : Male
Civil Status : Single