
ROLAND JIM M. MAPADA

Muweillah Commercial, Sharjah
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Objective

To join a company that offers me a stable and positive atmosphere and inspires me to enhance and therefore to innovate the work culture for the betterment of all parties concerned.

Skills

- Computer Literate, Experience with Point of Sales (POS) machine, Ability to work in a team, Ability to work well under pressure in a fast paced environment, Detail Oriented, Customer Service, Verbal & Written Communication

Education

Bachelor of Computer Technology/ October 2013
Bulacan State University
Malolos, Bulacan, Philippines

Work Experiences

Waiter

Crave Restaurant - Muweillah Commercial, Sharjah, UAE
December 2018 – December 2020

- Greeted new customers and escorted them to their tables. Making juices at Juice bar. Presented menus and answered questions about the cuisine, making recommendations upon request. Took orders from customers and served food, drinks and deserts and served specialty dishes at tables as required. Checked to ensure that customers are enjoying their meals – took action to correct any issues, as needed. Prepared bill/receipts and collected payment from customers. Cleaned tables and other areas as needed, after clients departed. Totaling bills and cash handling and using POS machine

Waiter

Food Box Restaurant - Muweillah Commercial, Sharjah, UAE
August 2016 – October 2018

- Serve food and drinks at restaurant. Responsibilities include thorough knowledge of menu and specialty dishes and mixing drinks; balancing up to tables while delivering precise individual orders; totaling bills and cash handling and using POS machine.

Customer Service Staff/Promodiser

SM Novaliches - Novaliches, Quezon City, Philippines
December 2013 – March 2016

- Answering telephone calls or inquiries from customers or clients. Assist customers or clients with placement of orders, refunds or exchanges. Provides customer additional information or explains details and care of merchandise. Discusses products offered and ensures customer satisfaction. Tactfully handles confrontational or stressful interactions with the public. Restocked and reviewed inventory every month. Answering telephone calls or inquiries from customers or clients. Assist customers or clients with placement of orders, refunds or exchanges. Provides customer additional information or explains details and care of merchandise. Discusses products offered and ensures customer satisfaction. Tactfully handles confrontational or stressful interactions with the public. Restocked and reviewed inventory every month.
- Greeted customers entering the store to ascertain what each customer wanted or needed. Described product to customers and accurately explained details and care of merchandise. Politely assisted customers in person and via telephone. Answered product questions with up to knowledge of sales and store promotions. Organized store merchandise racks by size, style and color to promote visually appealing environment.

Personal Background

Date of birth: June 4, 1992
Religion: Islam
Nationality: Filipino
Civil Status: Married
Height: 5'7"
Weight: 130 lbs

