

ALDEN OLIVEROS JR.

Abu Dhabi, UAE.

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OBJECTIVE:

To obtain a responsible and challenging position with a progressive company where my work experience will have valuable application and utilization of my opportunity for advancement.

DESIRED POSITION: CUSTOMER SERVICE

PERSONAL DATA:

Date of Birth: February 11, 1988

Civil Status: Single

Citizenship: Filipino

Height: 165cm

Weigh: 75kgs

Visa: Visit Visa valid until Feb. 14 2017

EDUCATIONAL BACKGROUND:

2007 - 2010

Philippine Maritime Institute

Bachelor of Science in Marine Transportation

SKILLS:

- Excellent knowledge of all the basic seamanship duties and functions a deck cadet must be able to accomplish.
- Disposition to teamwork.
- Punctual, Responsible and Respectful.
- Intermediate level of knowledge of the English language.
- Good Experience working with the computer programs (Internet, Microsoft Office, Web)

WORK EXPERIENCE:

September 2014 – September 2016

BAKE, Abu Dhabi Beaches Corniche
Abu Dhabi, UAE

Company Description:

In 2009, BAKE introduced Abu Dhabi to the ultimate beach experience bringing sun bathing, retail and service together. The BAKE concept soon transcended its first venue and grew into a lifestyle company with various beach locations, healthy food and beverage experiences, clothing and beach line, special events and membership opportunities across UAE beaches.

Today BAKE operates over 5 kilometers of beaches in Abu Dhabi including; three locations on Abu Dhabi beaches Corniche since 2009, Al Bateen Beach since 2012 and Saadiyat Public Beach since 2013.

Position:

Beach Attendant/ Customer Service Relation Officer (END OF CONTRACT)

Responsibilities:

- Greet and assist all guests in a prompt, friendly and courteous manner.
- Present a professional and positive image of BAKE.
- Issuing ticket to clients to those who want to use the sun lounge and special service requests for guests.
- Collect the cash and submit the income for the day to the head cashier.
- Comply with all safety procedures and beach policies.
- Provide clear and accurate communication to clients and answer general queries.
- Enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.
- Undergone numerous trainings in customer service to ensure to continually surpass customer's expectations.

February 2013 – November 2013

Alphalink Global Solutions
Philippines

Position:

Customer Service Officer

Responsibilities:

- Effectively manage large amounts of incoming calls
- Generate sales leads
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships of trust through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Listen to customers' questions and concerns, and provide answers or responses

- Provide information about products and services
- Review or make changes to customer accounts
- Handle returns or complaints
- Record details of customer contacts and actions taken
- Review and select standard responses for answers or solutions

Seagoing Service Experience

October 2011 – October 2012

Quick Express Active Hauling & Trading
Inter-Island, Philippines

Position:

Deck Cadet M/T Oyelle

Responsibilities:

- Assists deck officers of a ship and handles its day-to-day operations.
- Maintenance of different areas on a ship, maintain a particular deck and direct other crew members working in this area.
- Assists in supervising, maintaining and repairing all the lifesaving equipment such as rescue boats, survival crafts, launching appliances, pilot ladders, safety belts etc. Also assist in supervising, maintaining and repairing different firefighting equipment.
- Assists the Navigation Officer to make sure that ship carries up to date and adequate charts and appropriate nautical publications. Also help in preparation of voyage report, vessel's passage plan, daily position reports and the info sheet of pilot and maintain the bridge emergency signals and communications.
- Perform few port operations such as watching and supervising the arrival as well as departure of ships, meeting various port officials and managing other parts of a ship's business. Also direct crew members for loading and discharging cargo and ensure that the task is performed properly.
- Ensures that the vessel is completely prepared for the voyage. Also responsible for checking the charts and nautical flags to make sure that everything is present and updated.
- Ensuring familiar with the route of the ship and other similar information.
- Helps in maintaining the recordkeeping on board ship. It includes regular updating of the ship's logbook, nautical charts and daily position reports. Also check the accuracy of these records.