

ROEL T. TEODORO

Block 62 Lot 65 Donato Giannotti St. La Segovia BFRV Talon Dos Las Pinas City

roelteodoro13@gmail.com

+63 945 192 8646

CAREER OBJECTIVE: Desire a position that will allow me to use my skills in the field of communication and administration in an organization that provides a balanced work-life environment.

STRENGTHS

- Qualified professional with more than 2 years extensive experience with a fast-paced environment.
- Over 2 years of experience in the area of developing sales and marketing strategies.
- Demonstrated equally effective skills in both over the phone and face to face customer service, marketing and word processing.
- Fast learner and dedicated to delivering team success and client satisfaction.
- Proficient in the following: **MS Office applications, Microsoft Outlook, Email Writing.**

EDUCATIONAL BACKGROUND

- **NC2 CAREGIVING COURSE**
MMS Development Training Center Corporation 2021-2022
Las Pinas City
- **BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION MAJOR IN MANAGEMENT**
Philippines School Business Administration 1997-2001 (Graduate)
Quezon City
- **BACHELOR OF SCIENCE in PHYSICAL THERAPY** United Doctors Medical Center
1994-1997 (Undergraduate)
Quezon City
- **SECONDARY SCHOOL** Mapua Institute of Technology 1988-1992
Manila City
- **PRIMARY SCHOOL** Holy Trinity School 1982-1988
Caloocan City

PROFESSIONAL EXPERIENCE

- **2022-Present - Private/Personal Carer**

- Assist elderly clients with personal routines such as bathing, toileting and dressing as well as medical care, preparing healthy meals, helping with physio and mobility.

- **2022-2022 Green Breeze Home for the Aged (Health Care Assistant) -**

Assisting patients and elderly for their daily bathing and washing.

- Moving and handling for those immobilized patients.
- Prepare medications and provide support with their feeding.
- Ensure they are properly supported mental, and emotional well being.

- **2021 CONCENTRIX (CUSTOMER SERVICE REPRESENTATIVE)**

- Handle customer inquiries via email and chat, giving prompt answers to customers' questions. Provide knowledgeable help to customers and go the extra mile in providing correct details to customers queries.

- **2013-2020 PRINCESS CRUISES INC. (Assistant Waiter)**

Magsaysay Maritime Corporation

- Providing excellent wait services to ensure customer satisfaction.
- Taking customer orders and delivering food and beverages.
- Making menu recommendations, answering questions and sharing additional information with restaurant patrons.

- **2013-2010 REGENT SEVEN SEAS CRUISES (Waiter)**

Aboitiz Jepsen

- Responsible for serving food and beverages in the restaurant efficiently and in a courteous manner.
- Carry out all duties in accordance with tasks and descriptions with reference to established rules and policies.
- Perform any other duties as may be assigned by Supervisor.

- **2010-2003 VOYAGES OF DISCOVERY (Waiter)**

Five Star Marine Inc.

- Suggest food and beverages, be well versed with the menu, method of preparations and accompaniments.
- Keep general appearance and maintenance of restaurant working areas.
- Follow the correct sequence of service as outlined.

- **2010-2008 HONG KONG GOLDEN PAVILION RESTAURANT-MANILA (Waiter)** - Assist guests regarding food and beverage menu items in an informative and helpful way.

- Understand the server's tasks in the restaurant.
- Follow all safety and sanitation policies when handling food and beverages.
- Consistently offer a professional, friendly greeting and engaging service.
- Other duties as assigned.
- Follow restaurant policies, procedures and service standards.

- **2008-2005 CENTURY SEAFOOD RESTAURANT-MANILA (Waiter)**

- Ensure to maintain a personal attitude of a high standard quality which produces efficiency and productivity of the restaurant department.
- Responsible for providing professional service of foods and beverages.
- Take orders carefully from each guest at their assigned tables.
- Answers guest questions about menu options.

- **2005-2003 ALKRIANI GARMENTS (Marketing Assistant)**

- Undertaking daily administrative tasks to ensure the functionality and coordination of the department activities.
- Supporting other roles and marketing executives in organizing various projects.
- Update spreadsheets, databases and inventories with statistical, financial and non-financial information.
- Communicate directly with clients and encourage trusting relationships.