

REYNALDO P. LINGAT



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OBJECTIVE: To obtain a challenging leadership position applying creative problem solving and learn management skills with a growing company.

Skills and Qualifications

Experienced Customer Service Associate with almost 10 years UAE working experience in Customer Care Setting. A Team Player who is highly attentive to other staff and guests' needs. Punctual problem solver and avid multitasked.

Professional Background

Position : Lobby Service

Company: UAE Exchange LLC

Date : July 2018 up to present

DUTIES AND RESPONSIBILITIES:

Welcome and acknowledge all customers according to

*Company standards.

*Speak with clear and professional language.

*Attend all transaction related inquiries.

*Guide and assist customers to the counter.

*Thank customers for making the transaction and invite them for better repeat service requirements.

Position :Call Center Agent in Customer Service Rep.(Home Delivery)

Company: Kuwait Food Company (Americana)

Date : October 2013 to January 2018

DUTIES AND RESPONSIBILITIES:

*Customer Service Representatives responsible for processing and handling customer menu orders and concerns via telephone.

*Respond to customer service requests for restaurant food orders by entering and verifying customer and menu data.

*Support marketing of products.

*Assist and mentor new call center representatives.

*Able to interact with all levels of management and customers in a professional manner.

Position : Shift Supervisor(PIZZA HUT)
Company: Kuwait Food Company (Americana)
Date : September 2012 to September 2013

DUTIES AND RESPONSIBILITIES:

- *Complete opening and closing checklists.**
- *Prepare a variety of meats, vegetables and other food items for cooking in a variety of other kitchen equipment.**
- *Understand and comply consistently with our standard portion sizes, cooking methods, quality standards and rules, policies and procedures.**
- *Maintain a clean and sanitary work and service area including tables, shelves, walls, oven, and refrigeration equipment.**
- *Take food orders from guests; accurately enter orders in our point-of-sale system which relays orders to the kitchen.**
- *Handle phone orders with professionalism and accurately collect information needed to complete orders.**

EDUCATIONAL BACKGROUND:

Tertiary: Bachelor of Science in Computer science(H.A.U)
Date : April 2002
Place : Angeles City, Philippines

AWARDS AND ACKNOWLEDGEMENTS:

Company: Kuwait Food Company (Americana)
Event : Champs Challenge Pizza Hut Competition 2011-U.A.E
Date : May 2011/Champion we got gold expert

Company: Kuwait Food Company (Americana)
Event : Champs Challenge Pizza hut by Store Competition
Date : April 2011/Champion we got gold expert