




JOYCE A. TADO

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 72 Al Niyadat, Al ain City, United Arab Emirates

ABOUT ME

11 years experience in BPO Industry as a customer service/call center agent handling International accounts mostly US and Canada clients. Computer literate and has good communication skills. 10 years experience in Food Industry as a cashier, Head cashier and Team leader. 3 years as office secretary and 1 year experience as a teacher handling elementary level students for private school. I'm a hardworking, flexible, fast learner and can do multi tasking. Very fond of kids and has a long patience.

EXPERIENCE

Dec 17 2022- Jun 30 2024 - Customer Service /Incharge of Operation

ALNOORI KITCHEN AND CATERING SERVICES

30 Falaj hazza, Al ain City, UAE

- Receiving calls and chat, orders, and catering inquiries.
- Handling customers all queries and feedback.
- Responsible for all deliveries from suppliers.
- Processing and receiving payments in any form (Cash, Card, Apple pay, Payment link and Bank transfer)
- Save all information like expenses, daily and monthly inventories and sales report.
- Maintaining neat and cleanliness of all areas including, Hot kitchen, Cold kitchen, Preparation area, Stockroom, Food storage room and Warehouse
- Maintaining the cleanliness and quality of the food we deliver amd served.
- Supervise operation.

2012 - July 2022 - Call Center Agent/ Customer Service Representative
Subject Matter Expert (Mentor/ Support new hire)

Concentrix PH, Telus International PH, IGT Solutions Inc. Teleperformane PH

Makati City, Taguig City, Philippines

- Received inbound calls calls, chat of customers
- Handling customers all queries and feedback.
- Interact with customers to address their concerns, answer their questions and assist them with their needs.
- Processing and receiving payments in form of Card, Apple pay, Payment link and Bank transfer).
- Handle complaints, provide appropriate solutions in timely manner, and follow up to resolve any issues their customers experience.

2008 - 2012 - Office Secretary

JRS Business Institute

Makati, Metro Manila Philippines

- Arrange seminars from different companies.
- Preparing all the materials needed like Hand outs, brochure, pens name tag.
- Dealing with the speakers, clients and professors from different field.
- Collect payment in any forms.
- Preparing and printing clients certificates.

2007 - 2008 -Elementary Science Teacher

FREDREACH PREPARATORY SCHOOL OF TAGUIG INC

Taguig City, Philippines

- Preparing lesson plan, lesson materials, visual aid ang learning materials.
- Work with students to make sure they understand the lesson
- Watch, record and report the progress students make.
- Look after children , mentally, emotionally and physically.

1997-2007 - CASHIERING OPERATION, TEAM LEADER CASHIER

**Taters Snack Leauge/ Taters Galleria / Dunkin donut/
Burger Machine / Select Food store (Shell Gasoline Station)**

Immense knowledge in using POS touch screen and ordinary cash register. 10 years in Food Industry as Cashier, Head cashier and Team Leader. Responsible for sales

CERTIFICATION

NATIONAL CERTIFICATE II

Certificate No. 22043402053197

Issued on : November 28 2022

MESSAGE THERAPY

The Annaliza de Ramos Massage Academy

Issued on : January 31, 2017

EDUCATION

College:

Philippine Normal University

1995- 1998 (3 YEARS COMPLETED)

Bachelor in Secondary Education

High School -

Signal Village National High School

1991-1995 (HIGH SCHOOL GRADUATE)

Elementary -

Em's Signal Village Elementary School

1985-1991 (ELEMENTARY GRADUATE)

PERSONAL INFORMATION

Age: 45

Birthday: Oct 02 1978

Birthplace: Quezon City Philippines

Nationality: Filipino

Height : 5'0

Weight: 66 kls

Status: Married

Language: English (Fluent)

Arabic (Beginner)

I hereby certified that the above information is true and correct according to the best of my knowledge.