

JEFFERSON MONDA

Objectives: To work in a challenging environment, contributing enthusiasm, dedication, responsibility, and good work ethic, combined with a desire to utilize my customer service skills.



Experience

2021 - 2022	Lincoln Hospitality Cashier/ Waiter <ul style="list-style-type: none">• Welcoming customers, answering their questions, helping them locate items, and providing advice or recommendations.• Operating scanners, scales, cash registers, and other electronics.• Balancing the cash register and generating reports for credit and debit sales.• Accepting payments, ensuring all prices and quantities are accurate and proving a receipt to every customer.• Bagging or wrapping purchases to ensure safe transport.• Following all store procedures regarding coupons, gift cards, or the purchase of specific items, such as alcohol or cigarettes.• Maintaining a clean workspace.
2021 - 2018	Spectrum Cleaning Services Coordinator
2018 - 2021	Aramex LLC Quality Controller Analyst <ul style="list-style-type: none">• Inspecting the various departments for seeing whether rules and standards are complied with and report about the same to the management is one of the major quality control responsibilities. There are different stages where checking takes place, for example, the selection of raw materials, the beginning of the making or manufacturing process, through the packaging department to printing content on the items.
2016 - 2018	Tent Jumeirah Restaurant Waiter/ Dispatcher <ul style="list-style-type: none">• Performs a variety of duties at the dispatching station including receiving the order from the cashier/printer, gathering the order items from different cooking and preparation stations, and dispatching the order to the checker, cashier or cashier assistant• Responsible for assuring guest satisfaction through consistent and accurate checking of products, ingredients according to Lido Standards and Job Functions in crossed trained stations.• Follows up on trained elements and tasks, on a daily basis.• Assumes 100% responsibility for presentation and quality of products dispatched.• To acquire in-depth knowledge of Lido Products and Services.• Receives training for FSC enhancement and focuses carefully on various elements and tasks taught on a daily basis.• Ensures guest special requests on products are followed before dispatching• Greet and escort customers to their table• Present menu and provide detailed information when asked (e.g. about portions, ingredients or potential food allergies)• Prepare tables by setting up linens, silverware and glasses Inform customers about the day’s specials• Offer menu recommendations upon request• Up sell additional products when appropriate
2015 - 2016	Sitel Philippines Call Center Agent <ul style="list-style-type: none">• Manage large amounts of inbound and outbound calls in a timely manner• Follow communication “scripts” when handling different topics• Identify customers’ needs, clarify information, research every issue and provide solutions and/or alternatives• Seize opportunities to upsell products when they arise• Build sustainable relationships and engage customers by taking the extra mile• Keep records of all conversations in our call center database in a comprehensible way• Frequently attend educational seminars to improve knowledge and performance level• Meet personal/team qualitative and quantitative targets
2014 - 2016	Government Municipal Hall Administrative Aide <ul style="list-style-type: none">• Provides administrative support to ensure efficient operation of office.• Answers phone calls, schedules meetings and supports visitors.• Carries out administrative duties such as filing, typing, copying, binding, scanning etc• Completes operational requirements by scheduling and assigning administrative projects• and expediting work results.• Exhibits polite and professional communication via phone, e mail, and mail.• Supports team by performing tasks related to organization and strong communication.• Develops administrative staff by providing information, educational opportunities, and experiential growth opportunities.• Ensures operation of equipment by completing preventive maintenance requirements,• calling for repairs, maintaining equipment inventories, and evaluating new equipment and techniques.• Provides information by answering questions and requests.• Maintains supplies inventory by checking stock to determine inventory level, anticipating needed supplies, placing and expediting orders for supplies.• Contributes to team effort by accomplishing related results as needed.
2014 -	Don Henrico's Pizza Waiter/ Food Runner
2013 - 2014	Light Gravity Disco Club Head Waiter
2011 - 2012	Kangaroo Jack Resto Waiter
2011 -	Interface Baguio Call Center Agent



Education

2011 - 2012	Pines City Colleges, Baguio City, Philippines Bachelor of Science in Hospitality Management Undergraduate
2014 -	Bengeut Technical School, Philippines Shielded Metal Arc Welding Vocational course
2014 - 2014	 Basic Hotel and Restaurant Service Training
2015 -	Hangeul Korean Language School Eps-Topik Korean Language



Contact Me

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Awards

Employee of the month (Aramex LLC)
Employee of the month (Kangaroo Jack resto)

Skills

Good communication skills, Active listening, Computer skills, Time management, Problem-solving skills

Languages

English, Tagalog

Interest

Music, Art, Clothes

Others

Nationality -Filipino

References

Rye Briones, Inventory Executive, Aramex LLC ,0557521559