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 Apt. 205 Seychelles Bldg. Al
Ramth st., Al Barsha 1
Dubai UAE

CERTIFICATES AND TRAININGS:

Microsoft Office

- MS Excel Advanced
- MS Excel Dashboards & Business Reports
- MS Powerpoint Advanced

Essential Food and Safety Training (EFST)

- Cross Contamination
- Cooking
- Cleaning
- Chilling

NUR-AIN ALFAD

CAREER OBJECTIVE:

An energetic and self motivated individual presently seeking for a job opportunity, to secure a promising position that offers both a challenge and a good opportunity for growth to advance in my career.

QUALIFICATIONS:

I have worked as a Kitchen Operations Administrator at Capital Hospitality by Abu Dhabi National Exhibitions Company (ADNEC). The biggest exhibition centre in Abu Dhabi that caters International events such as IDEX, ADIPEC, ADIHEX, Bazaars, Fairs, VIP and Royal Weddings. Have a strong interpersonal skills, ensuring all assigned tasks are completed accurately and timely. Ability to take responsibilities for own actions and activities, and efficiently follow assignments through to successful completion with the proper attention to details. Experienced working in the Philippines as a customer service representative, and extremely competent in handling international calls and complaints.

WORK EXPERIENCE:

Abu Dhabi National Exhibitions Company Capital Hospitality

Khaleej Al-arabi st., Abu Dhabi UAE

Kitchen Coordinator / Administrator

August 01, 2018 – December 30, 2019

- Oversees the Catering team to fulfill their potential through effective resourcing, coaching and communication to deliver efficient and professional services.
- Manages the administration of the kitchen department in line with Capital Hospitality and department procedures.
- Assists the kitchen team in administration and Customer related aspects of their jobs.
- Follows up with HR on new joiners to identify joining dates, staff accommodation/uniforms are prepared.
- Maintains effective communication on the activities of the Kitchen department with other operating departments within ADNEC.
- Follows up with procurement team on deliveries of all Food & beverage purchases, as and when required.
- To assist in cash purchasing emergency items.
- Distributions of function sheets and follows up on every updates and changes.
- Follow up with sales team for correct function sheet.
- Update duty roster on a daily basis.
- Responsible for the culinary team time and attendance.
- Requesting casual staff required for specific events.
- Receiving casual staff and assign them as requested by chef.
- Distribution of menus to different kitchen sections.
- Performs other similar or related duties as assigned by Senior Chefs.

KNOWLEDGE OF:

- *Microsoft Office (MS Word, Excel, PowerPoint, Outlook)*
- *Proficient in written and oral English*
- *Excellent communication skills*
- *File management oriented*
- *Customer and employee skills*
- *Ability to operate common office equipment*
- *Food and beverage service*
- *Proper phone etiquettes*

EDUCATIONAL HIGHLIGHTS:

College:

Dental Assistant/ Technology (2008)
Universidad de Zamboanga

Don Arturo Estaquio cor. Zaragoza st., Zamboanga City Philippines

High School :

Zamboanga National High School – West (2004)

R.T. Lim Boulevard, Zamboanga City Philippines

PERSONAL DETAILS:

Nur-ain Daham Alfad

Date of Birth: February. 19, 1988

Gender: Female

Nationality: Filipino

Status: Married

Abu Dhabi National Exhibitions Company

Capital Hospitality

Khaleej Al-arabi st., Abu Dhabi UAE

Front of House Team Member

March 26, 2017 – August 01, 2018

- To prepare the set up and preparations of all functions and events in service area.
- Assisting the guest in an efficient and friendly manner.
- To ensure the serving of meals and drinks to the entire guests.
- To support colleagues at peak times and to undertake any operational duty which might be reasonably required, to ensure customer expectations are met.
- To ensure that all the duties are carried out in accordance with Group health and safety requirements, including food hygiene regulations.
- Consistently adhered to quality expectations and standards.

Intelenet Global Services

Serco Tower McKinley Hills West,

Taguig City Philippines

May 23, 2016 – July 23, 2016

Customer Service Executive (Transunion)

➤ Is a leading global Business Process Solutions company, committed to serve excellence. Focusing on enhancing Customer Experience by investing in relationships and powering innovation through Technology and Analytics.

- Required to answer incoming calls promptly
- To answer inquiries from customers who wants to check their credit score and credit report.
- Fraud Analyst - Monitor real time queues and identify any fraudulent transactions.
- Line trainer - responsible for developing the knowledge and skills of the company's newly hired employees.

C3/ Customer Contact Channels

Bonifacio One Technology Tower, 31st st. Rizal dr.

Bonifacio Global City,

Taguig Philippines

April 21, 2014 – April 25, 2016

Customer Service Representative (Hertz, Firefly, DTAG)

➤ Is an outsourced customer management solutions company who employs time-tested methodologies and broad industry insights to seamlessly manage customer contacts and interactions.

- Supervisor (Escalation Team) - Responsible for prompt and satisfactory resolution of customer issues or escalation to the assigned account manager
- Help desk - Responding to queries via email and phone. Training other staff members on diagnosing problems.
- Fraud analyst - Monitor real time queues and identify any fraudulent transactions.
- Sales reservations agent – Completing the rental and return transactions of a vehicle to be rented.

- Making sure details are discussed fully and clearly to the customer.
- Changing the drop off location, date and time of the vehicle rented.
- Extending the number of days of the vehicle rented.
- Roadside assistance are given if the customers are facing mechanical and technical issues with the vehicle.
- Keeping records of the number of sales of the vehicles rented.
- Cancellation or changing the details of the reservation as requested by the customer.
- Explaining all the terms and conditions of the company to the customers.

PCCW Teleservices

Union Bank Tower, Meralco Ave. Ortigas Center,
Pasig City Philippines
March 21, 2014 – April 17, 2014
Customer Service Representative (Tiger Air)

- Airline Reservations Agent – Answering questions about airline regulations, help customer make travel plans, discuss about current rates and promotions and the terms and conditions that applies.

Lasting Line Contact Center

Emerald Tower Ortigas Center,
Pasig City Philippines
February 10, 2014 – March 15, 2014
Customer Service Representative

- Hotel and Airline Reservations Agent – Assisting customers with their travel plans and booking aspect of their vacation or stay.

Villanueva Dental Clinic

La Purisima st., Zamboanga City
June 2012 – July 2013
Dental Assistant

- Assisting the dentist while performing treatments to the patients.
- Obtaining patients dental records.
- Filing necessary files for documentation.
- Preparing dental materials and disinfecting dental instruments before usage.
- Blood pressure reading of the patient before going through dental operation.

Western Mindanao Command (Dental Clinic)

Camp Navarro Southcom,
Zamboanga City
June 2009 – January 2010
Dental Assistant / Dental Technician

- Creating models for patients dental prosthetics which includes dentures, bridges, crowns and inlays.
- Sterilizing instruments and equipments.
- Disinfecting and preparing the dental chair.
- Maintains the availability of materials and stocks needed for the daily clinic operations.

*I hereby certify that the above information is true
and accurate to the best of my knowledge.*

Nur-ain Alfad