



## ABOUT ME

Robust experience in the service industry of 16 years and counting. Able to adapt to different types of working environment such as, customer service, operations, back end, security management, training and development, (Health and Safety Risk Assessment/Problem Solving).

## WORK EXPERIENCE

### OPERATIONS SUPPORT OFFICER

Arte Museum Dubai / Dubai Mall / UAE

Feb 2024 -

Create a welcoming experience and provide general information. Issuing tickets and provide information regarding the current exhibition. Handling cash, card or voucher payments through the point of sale system and issue change and receipt to visitors. Drinks Preparation, general cleaning and serving drinks to clients in teabar. Welcoming visitors in the shop identifying their feedback in the exhibition Upsell the shop products and provide assistance satisfying client's needs and queries about products price and services. Make Sure all designated positions must have correct knowledge and information regarding the exhibition and products to be able to properly communicate them to clients.

### HSE/SAFETY OFFICER

Sam Precious Metals / Dubai Media City / UAE

2021 - Feb 2023

I was responsible for identifying assessing, planning for and monitoring fire and rescue matters. fire & health and safety risk that are implicit in the organizations operations. (Duties & Responsibilities) Conducting toolbox talks on work related issue, Conducting safety Inductions for new employees, visitors & Subcontractors Conducting Fire Drills, carry out night patrolling, renewal of PPM and all permits related to HSE Carried out incident investigation. Administering first Aid. Other admin work as per the instruction of higher management

### OPERATION COORDINATOR/ CLEANING DEPARTMENT

World Security A DP World Company / Dubai, Jebel Ali / U.A.E

Mar 2019 - Mar 2021

Duties & Responsibilities: • Oversee different departments working together to achieve high performance Liaise with relevant corporate personnel at all levels Interface with site supervisors on a daily basis to provide proactive technical advice for Cleaning and Disinfection activities. • Plan purchases and Negotiate procurement with contractors and suppliers Coordinate budget, services, equipment and commodities within company policy and procedure • Conduct general and clerical office tasks (Create reports for clients) making staff attendance and submit to payroll Incharge. applying jafza gate passes assist HR with recruitment, record maintenance and provide clerical support to all employees (accommodation, transport, uniform. training etc.) assist staff for the salary issue, ATM issue etc. Emergency responder in accommodation

### SECURITY OFFICER

## EDUCATION

### BACHELOR/HOTEL AND RESTAURANT / BACHELOR/HOTEL AND RESTAURANT

Iloilo Science And Technology University / Philippines / 2003 - 2007

### INTERNATIONAL ON THE JOB TRAINING /

Archipelago Craft Beer Hub / Singapore / 2007 - 2008

### IOSH / MANAGING SAFELY

HSEPro / UK / 2022

### PERMIT TO WORK /

HSEPro / Dubai / UAE 2022

### ACCIDENT INVESTIGATION /

HSEPro / Dubai / UAE 2022

### WORK AT HEIGHTS /

HSEPro / Dubai / UAE 2022

### H2S SAFETY /

HSEPro / Dubai / UAE 2022

### BASIC FIRE SAFETY,BLS & POD/SECURITY PERSONNEL FOR HEALTH AND SAFETY /

Dubai Police Academy/SIRA / Dubai / UAE 2016

SKILLS	
Microsoft Office Word, Excel, Power Point & Outlook	
CCTV, Basic Fire Safety & First Aid- Basic Life Support	
Risk Assessment Security Protocols Conflict Resolution Surveillance Systems Patrol Procedures Access Control Emergency Response Data Protection Fire Prevention Information Security	

LANGUAGE	
English	
Filipino/Tagalog	

G4S - Group4 Securicor / / Dubai / U.A.E  
 July 2016 - Mar 2019

Providing A Visible Onsite Security And Deterrent Presence. Watching Out For, Reporting And Dealing With Suspicious Or Unusual Activity. Patrolling & Monitoring The Shop Floor, General Building And Outside Car Park. Dealing With Hostile Customers And Escorting Them From The Building. Apprehending And Detaining Suspected Shoplifters Until The Arrival Of The Police. Meeting And Greeting Official Visitors. Locking Up Premises And Making Sure That Doors, Windows And Gates Are Secured. Completing Fire Alarm And Health And Safety Checks. Monitoring And Authorising Entrance And Departure Of Employees & Visitors. Dealing With Emergencies As They Arise. Answering Telephone Calls And Providing Information During NonBusiness Hours. Reporting Any Incidents Of Concern To The Store Managers. Responsible For Monitoring And Operating CCTV Cameras And Alarm Systems. Assisting In Administering First Aid And Reporting Accident. Responding In A Timely Manner To Alarms That Have Been Set Of.

STORE SUPERVISOR  
 Sizzling Plate & Surplus Shop / Iloilo City / Philippines  
 May 2013 - Mar 2010

Duties and Responsibilities: Managing workflow Training new hiresCreating and managing team schedules. Reporting to HR and senior management. Evaluating performance and providing feedback. Identifying and applying career advancement opportunities. Helping to resolve employee issues and disputes. ensuring all staff follow strict personal safety, food safety and food storage guidelines. supervising and maintaining restaurant cleanliness to meet regulatory sanitation and hygiene standards. managing inventory. interacting with restaurant guests to gauge satisfaction and improve customer service.

HOTEL - HOUSEKEEPER  
 Navy Gateway Inns And Suites / U.S NavyFacility / BIOT, Diego Garcia / Diego Garcia  
 May 2010 - May 2012

Duties and Responsibilities: Cleans and sanitizes hotel and guest rooms. Vacuums and sweeps floors, carpets, and rugs. Makes beds and changes linens. Cleans and sanitizes bathrooms, showers, toilets, sinks, and countertops.

### PROJECTS

Project Title	:	Freelance: Events  Cleaning  Pet Sitting Etc.
Role	:	Pet Sitter   Nanny   Housekeeper  Waitress  Sales & Customer Service Present
Duration	:	Present
Description	:	Accepting Part Time or Full Time Jobs