

RUDKIM PACIA ESGUERRA



CONTACT

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#1202 Huda Buildind, Abu
Shagara, Sharjah - UAE

PERSONAL DATA

Gender: Male
Birth Date: May 19, 1990
Birthplace: Pampanga, Philippines
Age: 34
Civil Status: Married
Nationality: Filipino
Height: 5'6"
Weight: 73 kg.

LANGUAGES

- English and Filipino

SKILLS

- Computer Literate
- Strong Communication & Problem-Solving Skills
- Highly Responsible & Goal-Oriented
- Commitment to Quality Service

EDUCATION

Bulacan State University
Bachelor of Industrial Technology,
Major in Food Technology
2006-2011

Assumpta Technical High School
2002-2006

Sampaloc Elementary School
1996-2002



PROFILE

Motivated and dedicated professional seeking to apply and further develop my skills in a dynamic work environment. Committed to delivering reliable, high-quality service, and contributing meaningfully to organizational success through responsibility, loyalty, and a strong work ethic.



WORK EXPERIENCE

CLOUDSTAFF - Hotel and Resort Coordinator

Angeles, Pampanga Philippines | January 2023 - Up to present

Role: Handling reservations, checking availability, managing cancellations or special requests and collecting HOA payments. Assisting with promotional efforts, such as creating package deals, special offers, or seasonal campaigns to attract more guests.

TASK US - Customer Service Representative

Clark, Pampanga Philippines | July 2018 - November 2022

Role: Supports customers experience issues such as missing items, incorrect orders, or wrong delivery details. Also provides support for drivers, helping them with issues like payment disputes, app glitches, or delivery problems.

IQOR PHILIPPINES - Customer Service & Sales Representative

Clark, Pampanga Philippines | February 2017 - March 2018

Role: Provide detailed information about NBTY products, including ingredients, usage instructions, potential health benefits, and any relevant certifications. Upsells items and checking order status.

CONVERGYS - Customer Service & Sales Representative

Clark, Pampanga Philippines | October 2016 - December 2016

CHATIME MALAYSIA - Barista

Kota Damansara, Malaysia | December 2013 - December 2015

PastaMatrix International Pte. Ltd - Food Server and Cashier

12 Jalan Kilang Barat, Singapore | October 2011 - February 2013

I hereby certify that all information above are true and correct to the best of my knowledge and belief.

Rudkim Pacia Esguerra

Applicant