Blony Da Inil Filipe Maunela

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Candidate ID: 5840674

PERSONAL SUMMARY

Versatile and customer-oriented individual with 2 years’ experience in customer service and hospitality. I take a proactive approach and demonstrate exceptional adaptability to changing environments. Proficient in both Portuguese and English, I am currently pursuing a Certificate IV in Information Technology (Programming). Seeking an opportunity to contribute to a high performing team around my study commitments.

AVAILABILITY

I am available Tuesday, Wednesdays, Friday, Saturday and Sunday, at any time.

PERSONAL ATRIBUTES

* Flexible with the ability to adapt to change
* Friendly and approachable personality with excellent customer service
* Great verbal and written communication skills
* Critical and reflective thinker
* Proactive approach and will always take initiative
* Collaborative team player
* Languages spoke: Portuguese and English
* Awareness of workplace safety
* Prior cleaning experience
* Good understanding of health and hygiene regulations
* Ability to work in a team
* Police Clearance

EDUCATION

North Metropolitan TAFE, Northbridge

July 2023 – Present, Certificate IV in Information Technology (Programming)

Instituto Superior De Ciências e Tecnologias

2021-2022, Year 11 to Year 12

WORK EXPERIENCE

2023 Vacate Cleaning

• Vacuum and clean all door and window tracks.

• Sweep and mop all non-carpeted floors, removing all marks.

• Clean light fittings

• Clean and remove all dead bugs.

• Clean marks off walls, ceilings and light switches.

• Clean skirting boards, windows including frames, sills and tracks, above cupboards, clean and both sides of all doors, all other fittings, and insect/security screens.

• Clean curtains and blinds according to wash instructions. All attachments must be in working order.

• Remove all cobwebs, insect marks and nests both inside and outside the property.

• Clean inside and outside of all cupboards and doors.

• Clean inside and outside of stove, griller, doors, trays, racks, glass. Range hood fan and filter

• Clean sink, especially drain holes, drainers and tap ware.

• Clean toilet, bath, shower recess, remove built up soap residue on tiles and shower screens, clean sink and all tap ware, towel rails.

• Sweep and remove any oil residue and grease stains from concrete, pavers, paths, driveways.

• Empty Council bins and place bins out on footpath for next collection

2020-2022-Bakery & Catering Services

Catering Services

• I provided administrative support to Operational staff members.

• Greeting customers in person, answering phone calls from customers with queries about how to book a venue and additional catering services & pricing,

• Receiving applications for bookings, processing them, do the bookings, receipting the payments and confirm the event.

• Research for the best venues and food providers, liaise with suppliers and make the payments to them to ensure that the services were delivered smoothly.

• Receipt Correspondence, deliver to appropriate person

• Filing documentation about customers, venues suppliers, food suppliers, and staff including our motorists (drivers) to ensure that they can be easily found when necessary

• Keep all records updated.

• Keep staff attendance and movements and absences

• Report to manager any important information

Front Bakery Shop Costumer Service

• I served at the cash register and took orders from customers, and notified kitchen staff

• Served and assembled customers’ orders

• I handled and resolved customer complaints and exchanged baking products and beverages according to customer choices and preferences

Back Bakery Kitchenhand

• I loaded and unloaded bakery trays with bread and cakes

• I loaded and unloaded dishwasher

• I worked as kitchen hand preparing beverages and fast meal (sandwiches, fries)

• Cleaned, sanitized and organized kitchen, front bakery and eating areas

• Follow proper food handling and storage procedures to prevent spoilage and maintain freshness.