

**BB**

BARRY VINCENT S. BELARO



Address: Al Hilal Doha Qatar
With own freelance visa/QID

Mobile: +974 5093 6524

PROFESSIONAL SUMMARY

More than 15 years of working experience in various fields such as car rental industry, business processing outsourcing, logistics and IT industry.

SKILLS

- Excellent customer service & communication skills.
- Analytical and problem-solving skills.
- Can work under pressure
- Able to provide customer support
- Office administration and Reception Skills
- Customer oriented
- Knowledge of Computer skills such as Excel, Powerpoint and Word
- Organizational Skills

CAREER OBJECTIVE

To obtain a position that can showcase my knowledge and skills in the field of administration, management, customer service, logistics and transportation.

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE • HERTZ RENT A CAR (ALMANAGROUP) • DOHA • DECEMBER 2016 - SEPTEMBER 1, 2022

- Handling Accor Group (FIFA World Cup) vehicle fleet
- Primarily responsible for the tracking and running fleet inventory reports to ensure that all vehicles are accounted and recorded on a daily basis to monitor their physical location (company assets) and measuring utilisation of existing fleet
- Monitoring and addressing all external/internal correspondence related to the fleet's vehicle replacement, car breakdown, vehicle loaner vehicle maintenance, service and quality standards and other related concerns from lease clients to ensure they are resolved in an appropriate and timely manner with bottom-line focus on customer satisfaction
- Responsible for the vehicle check-in and vehicle check-out daily update in the system to track the fleet
- Ensures that the lease agreements are strictly complied, completed and renew as when it is required by the client
- To run a report that monitors and ensures that all vehicles under my fleet which will undergo registration renewal have complete documents such as insurance policy and will pass technical inspection
- Directly communicate and corresponds to customers both in verbal and written form on any additional cost that is justifiably to be borne by the client (lessee) pertaining to vehicle damages, insurance excess, non-return of replacements, traffic violations, vehicle registration, service and maintenance fee and others in



bvsbelaro@gmail.com



+974 5093 65424

CERTIFICATES

**DEPARTMENT OF THE AIR FORCE
UNITED STATES AIR FORCES
CENTRAL COMMAND
(USAFCENT) 379TH AIR
EXPEDITIONARY WING**
"Letter of Appreciation"
11 July 2018

**DEPARTMENT OF THE AIR FORCE
UNITED STATES AIR FORCES
CENTRAL COMMAND
(USAFCENT)
379TH AIR EXPEDITIONARY
WING**
"Letter of Appreciation"
3 January 2019

TRAINING OR SEMINARS ATTENDED

**BASIC LIFE SUPPORT WITH
FIRST AID (MARCH 2022)**
DISS (Doha-Qatar)

**HTML WEB DESIGN I.T.
EXPOSITION (JUNE 1999)**
Systems Technology Institute
(STI)

line to the clauses defined in a Service Level Agreement and/or Lease Agreement

- Submits monthly invoice to the client on a regular manner to remind them on their monthly payables
- Exhibits good customer service skills, experience and builds effective communication and rapport to individual customers and corporate clients.
- Ensures a positive customer experience by effective management of rental process to include qualifying the renter and completing contracts.
- Upholds company standards by ensuring that vehicle is in good condition upon hand over to customer
- Contributes to Hertz Improvement Process to discover new and more efficient ways to run our business and deliver the right products and services to our customers faster and at a lower cost. Drives change from within to improve customer satisfaction and uses teamwork to tackle problems.
- Formerly handled US Air Force vehicle fleet with 600+ fleet

CUSTOMER ACCOUNTS EXEC • RESULTS COMPANY • PHILIPPINES 2016

- Engage on inbound and outbound calls in a timely manner to do the verification process according to the clients' specification and concerns
- Deal with customers inquiries via phone conversation, build customer rapport and probing skills
- Record customer information and inquiries, following prompts from a computerized system
- Resolve customer complaints and concerns through active listening, empathy and professionalism.
- Ability to meet individual performance goals (KPI/MPS.)
- Accomplish assigned work orders according to the work type (cancellation, flip the flag, or for call out)

IMPORT DOCUMENTATION/LOGISTICS OFFICER • INTERNATIONAL LINK • DAMMAM, SAUDI ARABIA FEBRUARY 2013 TO 2015

- In-charge on documentation of all the imported shipments consigned to or handled by the company
- Ensure the smooth and fast turn-over of documents and cargo to the consignee/consignee's appointed clearing agent
- Provides weekly pending status report of the shipments to the agents
- Assist the DO section team on issuing delivery order and endorsement of docs for free hand shipments
- Coordinates with the warehouse personnel for uncollected cargoes and other shipments concern

EDUCATION

**NURSING ASSISTANT
PROFESSIONAL DIPLOMA
MARCH 2022**

FILIPINO INSTITUTE QATAR
Class 2021 to 2022 with GPA
96.9 and Class Top 1

**PROGRAM IN BUSINESS SYSTEM
MARCH 2000
SYSTEMS TECHNOLOGY
INSTITUTE PHILIPPINES**

Guaranteed Hired Program
Awardee & Dean's Lister

- Provides routing information and issuing shipping instructions to ensure deliveries arrive on time and to their correct location
- Responsible for the preparation of quotes for individual customers and corporate clients. Negotiate with suppliers pertaining to rates and tariff for customers
- Serves as correspondents to all the shipment's concern whether by phone, walk-in or thru e-mail Deal with customers inquiries via phone conversation, build customer rapport and probing skills

**TECHNICAL SUPPORT ASST. • ADFORMATIX • MANILA, PHIL.
MARCH 2011 TO FEBRUARY 2013**

- Monitor and maintain the computer systems and networks of an organization
- Install and configure computer systems, diagnose hardware and software faults and solve technical and applications problems
- In-charge of internet and network connection maintenance, Network installation and configuration does software installation.
- Provides a series of actions, either face-to-face or over the telephone, to help set up systems or resolve issues to staff
- Handles concerns regarding e-mails and mail server set up.
- Replacing parts as required and maintenance/cleaning of PC. Providing support, including procedural documentation and relevant reports;
- Following diagrams and written instructions to repair a fault or set up a system
- Supporting the roll-out of new applications and setting up new users' accounts and profiles and dealing with password issues

**RESTAURANT SUPERVISOR • THAIDARA (THAILAND RESTAURANT)
MANILA, PHIL NOVEMBER 2010 TO FEBRUARY 2011**

- Manage the operation of the restaurant and directly report to the owner the restaurant's performance in terms of sales.
- Creates restaurant procedures for manuals and training
- Maintains administrative functions - inventory, employee attendance and counseling.
- In-charge of the dining area and supervision of waiters & sales revenue report
- Monitor the performance of the waiters and kitchen staffs and make sure to always meet the restaurant's standards on customer service and policy.
- Handles corporate clients booking for wedding receptions, birthday and baptismal events
- Coordinates with banks for the cash flows
- Handles customer concerns and address them properly;
- Conducts branch facility checklist and maintenance of the restaurant

- Communicate with guests and employees using a positive and clear speaking voice. Listen to customer request, concerns and respond with appropriate actions and provide accurate information.
- Move throughout the facility and kitchen areas to visually monitor and ensure food quality and service standards are met. Verify temperatures, judge appearance and taste of products and check preparation methods to determine quality.

