

## **RHEA NAVARRO ESLER**

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### **Career Objective**

A challenging position in a Call Center industry

### **Summary**

Experienced service assistant in a fast food industry in the Philippines with excellent customer service relations who can convince customers to become clients. With my skills in dealing with people through the company I worked with in abroad, it is a great factor in making customers feel important and significant since my determination to persuade customers is what I always look forward to.

### **Skills and Capabilities**

- Data entry with 50 wpm in typing
- Exceptional in written and oral communication
- Knowledgeable in MSWord and Excel
- Filing of documents
- Highly organized
- Business correspondence
- Client relations
- Good leadership skills

### **Work Experience**

VCUSTOMER PHILIPPINES INCORPORATED

November 2012 - present

OPENLOOK BUSINESS SOLUTIONS

April 2012 – October 2012

SYKES ASIA INC.

October 2011-April 2012

- ✓ Provides customer service to clients and customers
- ✓ Resolves issues on their benefits and eligibility
- ✓ Provides assistance and sees to it that metrics performance are met so as to provide one-time resolution and customer satisfaction

STEAM GLOBAL SERVICES

June 2011 – September 2011

INTERCAT HOSPITALITY, LLC

November, 2008 – August 2010

Dubai Police Officers' Club, Dubai, UAE

Burger House, Dubai, UAE

Mashawi Lebanese Restaurant, Dubai, UAE

Cru Wine Bar, Dubai, UAE

- ✓ takes orders of Dubai Police Officers/customers
- ✓ acts as Cashier
- ✓ prepares Payroll

- ✓ makes order list of items, utensils and products needed
- ✓ makes inventory of sales and products
- ✓ prepares Sales Report
- ✓ takes care of Sales Invoices and makes data out of it

**EMIRATES FLIGHT CATERING, LLC**

August 2006 – October, 2008

- ✓ prepares food and equipment for the passengers of the aircraft
- ✓ makes inventory of items and materials
- ✓ takes care of customers' concerns and requests

**FREEMONT FOOD CORP. (Jollibee)**

December, 2004-April 2006

- ✓ acts as Service Crew
- ✓ maintaining 100% customer service satisfaction
- ✓ multi-tasking in all job specifications as cashier, cook and pantry

**INA MICRO OPTO, CORP, MEPZ 2, Lapu-lapu City**

January 2004 – July 2004

- ✓ acts as inspector for final packing of products

**GREENWHICH PIZZA, CORP. (Ayala Center)**

March 2003-September 2003

- ✓ acts as Service Crew
- ✓ doing standard operating procedures for making pizzas

**Education**

Elementary	:	University of San Jose-Recoletos	-	1989 – 1995
Secondary	:	University of San Jose-Recoletos	-	1995 – 1999
Tertiary	:	University of the Visayas (Undergrad)		
		Course: BSEd		2005

**Character References**

HON. ROBERTO A. CABARRUBIAS, City Councilor, Cebu City  
 HON. YOLANDITO CAGANG, Brgy. Captain, Basak Pardo, Cebu City  
 HON. XERCES NAVARRO, Brgy. Treasurer, Basak Pardo, Cebu City