

RAMZ ROBERT CAMANA



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About Me

Hardworking and passionate trans woman job seeker with strong organizational skills eager to secure entry-level position. Ready to help team achieve company goals. To seek and maintain a position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skill.

Experience

TTEC Philippines | September 21, 2018 - April 02, 2024

Subject Matter Expert

I have almost six years of experience in Business Process Outsourcing (BPO), specializing in delivering high-quality customer service for a financial account company in the USA. My responsibilities involve guiding agents on proper procedures and managing client interactions. Additionally, I oversee weekly calibration sessions to ensure that we consistently adhere to the correct processes in our customer service delivery.

Subway Philippines | June 09, 2014 - August 05, 2018

Store Supervisor

I began my career as a Sandwich Artist and was subsequently promoted to Store Supervisor, with training at Subway Singapore. In this role, I am responsible for ensuring exceptional customer satisfaction and providing high-quality service. My duties include managing staff payroll, overseeing inventory orders, presenting monthly operational reviews, and generating weekly inventory and sales reports. Additionally, I handle staff scheduling and develop marketing strategies to optimize store performance.

KFC Philippines | August 18, 2013 - May 15 2014

Restaurant Team Member

I oversee the cashier/counter and pantry stations. In the cashier/counter role, I ensure that customer orders are processed efficiently, employing suggestive upselling techniques while maintaining a positive demeanor. In the pantry, I am responsible for preparing high-quality food while strictly adhering to food safety standards.

Education

NORTHERN ALBERTA INSTITUTE OF TECHNOLOGY (NAIT)

Hospitality Management - April 2024 to Present

Republican College | Philippines

High School 2006=2010

Skills

- High Attention to Detail
- Willing to Learn
- Multi-tasking Skills
- Computer skills
- Adaptability
- Fast and efficient service worker
- Flexibility
- Organized multi-tasker
- Late-night shift availability