

# Noel Nuga

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## Job Objectives

Desire to work to the best of my abilities in a role that provides new experience for continuous self-development.

## Relevant Skills

- Training in driving and traffic rules literacy
- Training in communication skills
- Training in exceptional customer service

## Personal Details

### Address:

Mansoura Doha, Qatar

### Date of Birth:

04 May 1978

### Marital Status:

Married

### Nationality:

Filipino

### Fluently Speaks:

Tagalog (Native)

English (Basic)

## Personal Profile

Looking for a position where I can utilize my education qualification and professional experience to develop the department which I am assigned and would be certainly looking forward to accept the challenge of working in the environment that gather with highly qualified and multinational professionals.

## Work Experiences

### Shopee Delivery Driver (March 2020-March 2022),

#### Philippines

##### Duties and responsibilities:

- Welcome customers and help determine their orders.
- Deliver a wide variety of items to different addresses and through different routes.
- Follow routes and time schedule.
- Load, unload, prepare, inspect and operate a delivery vehicle.
- Ask for feedback on provided services and resolve clients' complaints.
- Collect payments.

### Barista/Cashier (Mar 2019 to Jan 2020), Brownish Bar

#### Doha, Qatar

##### Duties and responsibilities:

- Welcoming customers, informing them about specials or new items, answering questions, and accepting orders and payments.
- Preparing foods, such as sandwiches or baked goods, and grinding and blending coffee beans, brewing coffee and tea, and serving items to customers.
- Packaging food and beverages for sale.
- Selling coffee and tea blends and brewing equipment, highlighting the differences between items, and educating customers about brewing methods.
- Cleaning and restocking work and dining areas, emptying trash and sanitizing equipment and utensils.
- Learning about brewing methods, beverage blends, food preparation, and presentation techniques to improve food quality.
- Updating signage and displays to attract customers.
- Taking inventory and replenishing items in display cases, at tables, or behind the counter.

- Working as part of a fun, high-energy team.
- Adhering to all food safety regulations and quality controls.

**Bartender/Cashier (Nov 2017 to Feb 2019), Krosroads Club**

***Best Western Plus Doha Old Salata, Doha, Qatar***

Duties and responsibilities:

- Welcoming customers, reading and listening to people to determine beverage preferences, making recommendations, and taking drink orders.
- Planning drink menus and informing customers about new beverages and specials.
- Selecting and mixing ingredients, garnishing glasses, and serving beverages to customers.
- Checking identification to ensure customers are the legal age to purchase alcohol.
- Taking inventory and ordering supplies to ensure bar and tables are well-stocked.
- Adhering to all food safety and quality regulations.
- Handling cash, credit, and debit card transactions, ensuring charges are accurate and returning correct change to patrons, balancing the cash register.
- Maintaining a clean work and dining area by removing trash, cleaning tables, and washing glasses, utensils, and equipment.
- Developing new cocktail recipes.
- Cash handling – giving invoices and change to customer.
- Managing the point of sales (POS).

**Office Assistant (Jan 2014 to Sep 2017), Unitech IKK Group**

***Salwa Road, Doha, Qatar***

Duties and responsibilities:

- Handling incoming calls and other communications.
- Managing filing system.
- Recording information as needed.
- Greeting clients and visitors as needed.
- Updating paperwork, maintaining documents, and word processing.
- Helping organize and maintain office common areas.
- Performing general office clerk duties and errands.
- Organizing travel by booking accommodation and reservation needs as required.
- Coordinating events as necessary.
- Maintaining supply inventory.
- Maintaining office equipment as needed.
- Aiding with client reception as needed.
- Experience as a virtual assistant.
- Creating, maintaining, and entering information into databases.

## **Hotel Driver Delivery (Mar 2003 to Dec 2003) Phinma Hotel**

### ***Tagaytay City, Phillipines***

#### **Duties and responsibilities:**

- Cleaning and setting tables and placing seasonal decorations, candles, and table cloths.
- Ensure guests are greeted upon arrival
- Open car doors for arriving and departing guests and escort them to the lobby
- Maintain an up to date knowledge of the hotel and services and supply information and respond to guest queries
- Ensure effective handover is done, gaining information from earlier shift
- Forward all guest complaints or problems to the manager on duty
- Perform any trips and drives with the hotel car / bus as requested
- Control all guests' car keys
- Ensure that an effective handover is made to the night shift in conjunction with the early Shift Leader
- Establish, promote and maintain good public relations while meeting or exceeding guest expectations
- Maintain the parking spaces and key cabinet and ensure cleanliness is to the maximum
- Ensure that airport / crew transportation flow is maintained effectively.

## **Chiller Van Driver (Jan 2002 to Jan 2003) Tita Ags' Restsurant Bar and Cafe**

### ***Tagaytay City, Phillipines***

#### **Duties and responsibilities:**

- Ensure the vehicle is always in good condition.
- Make sure the vehicle is clean/tidy all the time.
- Always check the temperature of the chiller.
- Can communicate with customers and politeness should always keep.
- Record their work and rest time. There should be a log for the km spent driving.
- Time-management skills. Must deliver on time. In case there will be delays due to unforeseen events, he must inform his immediate manager.
- Driver must be flexible. The work timings are subject to changes as per the work requirements.
- Log book must be kept and maintained. No log book no payment for overtime.
- There will be one driver to be assigned/in charge to check and monitor the vehicles. He will be the one to schedule and report when a vehicle will be needed for maintenance.



## **Educational Attainment**

- College Undegradute Rogationist Academy, Cavite, Philippines

## **Personal Skills**

- Professional Driver
- Knowledgable in MS word , excel