

RONALDO V. DUNGO

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Personal Statement

A person with strong people skills, goal oriented, highly motivated, determined and a self-starter. Hardworking with good interpersonal and communication skills, a person who would assume full responsibility towards any suitable position that commensurate with my work experience.

FIFA Arab Cup 2021

Fan Support Volunteer

16 October 2021 to 18 December 2021

Meet and Greet

- Welcoming spectators from their mode of transport
- Providing information and advice to spectators on arrival
- Staffing Information Points (NOS Sites only)
- Provide information and advice to spectators on egress, on departure:
 - o Directions to transport modes
 - o Directions to car parks
 - o Lost & found and prohibited item storage, if any.
- Farewell messaging to spectators on departure.

Mobility Assistance

- Providing mobility assistance to those who ask for it
- Co-coordinating with golf cart drivers
- Golf cart drivers

Crowd Management Support

- Communicate with spectators in risk areas
- Assist stewards in directing spectators
- Assist stewards in managing crossing points
- Assist stewards in managing queues

Employment Record

Warehouse Lead – KRH – Kuwait Resources House Qatar

Camp As Sayliyah Army Base, Doha, Qatar

06 February 2022 to present

Responsible for varied daily tasks such as restocking shelves, accepting incoming orders, processing orders, counting inventory, and ensuring orders are delivered in a timely manner.

- Checking incoming and outgoing stocks
- Accepting orders from departments and ensuring all orders are met
- Keeping the warehouse organized and ensuring that work SOPs are followed
- Implementing health and safety guidelines, reporting any accidents or breaches of Health and Safety rules to provide a safe working environment.
- Participating in stock counts to ensure accurate records; double-checking, identifying and tallying stock discrepancies
- Coordinating with the team and managers to ensure smooth operation
- Any other tasks given by the manager

Part timer – Waiter and Barista / Warehouse stockman / Driver / Technical Staff

Kempinski, Hilton, Diplomatic, Wyndham and Al Rayyan Hotels, Fils Movers

Doha, Qatar – 01 Nov 2019 to February 2022

Call Center Agent, iQor Philippines, Clark, Pampanga, Philippines
February 2018 to September 2019

- ▣ Keep track of assigned accounts to identify outstanding debts
- ▣ Plan course of action to recover outstanding payments
- ▣ Locate and contact debtors to inquire of their payment status
- ▣ Negotiate payoff deadlines or payment plans
- ▣ Handle questions or complaints
- ▣ Investigate and resolve discrepancies
- ▣ Create trust relationships with debtors when possible, to avoid future issues
- ▣ Update account status and database regularly
- ▣ Alert superiors of debtors unwilling or unable to pay when necessary
- ▣ Comply with requirements when legal action is unavoidable

Events Assistant Manager, Super Sports Academy, Dubai, United Arab Emirates July 2014 to December 2017

- ▣ Transportation and lodging preparation for the team and equipment.
Ensuring safety of delegates and spectators, coordinating with medical and safety marshals. Facility
- ▣ inspection, events logistics, sponsors liaison, staff supervision
- ▣ Distributing team news to media, facilitating event registration procedure, monitoring event set-up.
- ▣ Delegating preparation tasks to staff and volunteers, purchasing event materials.

Supervisor, B&K Restaurant – a Sumo Int'l Franchise, Al Qasbah, Sharjah & DHCC Dubai Branches
December 2011 to 25 January 2014

- ▣ Responsible for ensuring full compliance with the Occupational Health and Safety system.
- ▣ Ensures full compliance to the company's food safety and quality management system requirements and assist with the close out of any non-conformances with the required timeframe.
- ▣ Prepares store reports and supplies inventories.
- ▣ Ensures that the kitchen equipment is used in a proper and safe manner and supervises equipment maintenance.
Responsible for the supervision of staff within the area of responsibility to ensure that all employees comply with menu specifications, OHS and food safety standards and that staff are productive and behave in accordance with company requirements.
- ▣ Addresses matters of poor performance and misconduct in the first instance and report serious violations to the Area Manager.
- ▣ Assists with leading and developing staff recruitment, on job orientation, probation management, performance review and training.
- ▣ Ensures that all customers are provided with the best quality of food and excellent level of service through cost effective and efficient management and continuous improvement of food items.

Supervisor, Embassy Suites Hotel – Millennium Group of Hotels, Sharjah, UAE
January 2008 to 02 July 2011

Major responsibilities include: Coordinates and supervises the execution of all banquet functions to ensure clients' specifications are adhered to and that the function runs smoothly and efficiently. Possesses knowledge of food production and service and has the ability to perform all position in both banquet, restaurant and room service operations in order to supervise, direct, and train restaurant crews; establishes harmonious relationship with guests, amongst crews and hotel managers; disseminates instructions to other crews as the Team Leader; coordinates with managers of any problem and complaint during a function or from hotel guests; deals with situational occurrences in the restaurant and room service area especially in the absence of the manager; performs operating procedures in accordance with the hotel's set standards; ensures that 100% customer satisfaction service is being performed by all crews. Directs setting up of tables and decorations, and supervises waiters/waitresses; able to handling the till machine/cashiering.

Head Barman, Café Havana – Bin Hendi Group, City Center, Dubai, UAE
September 2005 up to April 2006

Major responsibilities include: fully responsible for all bar crews as Head Barista/juice maker. Ensures accuracy of coffee/juice formulae as per standard set by the company, ensures timely delivery of beverage orders, monitors proper usage of machines, checks and prepares stock requisition.

Service Supervisor, Burger King - First Food Services LLC, Dubai, UAE

November 2002 up to August 2005

- ▣ Supervises and coordinates activities of workers engaged in customer service activities.
- ▣ Plans, prepares, and devises work schedules, according to budgets and workloads.
- ▣ Assigns duties to staff; trains and instructs employees.
- ▣ Interprets and communicates work procedures and company policies to staff.
- ▣ Makes recommendations to management concerning staff and improvement of procedures.
- ▣ Establishes harmonious relationship with customers, amongst crews and store managers; disseminates instructions to other crews as the Team Leader; coordinates with managers of any store problems and complaints with regards to store operations; deals with situational occurrences inside the store especially in the absence of the store manager;; performs operating procedures in accordance with the company's set standards; ensures that 100% customer satisfaction service is being performed by all crews.

Examinations/Trainings

Survival on Land and Sea (Solas)

Dr. Yanga's Francisco Balagtas Colleges
1989

Customer Service

Public Employment Service Office (PESO)
Philippine Overseas Employment Agency
May 1991

Hotel and Restaurant Services

Technical Education & Skills Development Authority (TESDA)
March 1990

Service Expert Course

First Food Services LLC
Burger King, Dubai, UAE
April 2004

Basic Food Hygiene Course

First Food Services LLC
Burger King, Dubai, UAE
November 2002

Service Supervisor Course

First Food Services LLC
Burger King, Dubai, UAE
May 2004

FB Etiquette and Techniques

Embassy Suites Hotel (Millennium Group of Hotels)
Sharjah, UAE
11-12 May 2008

Good Hygiene Program

Sumo International
Dubai, UAE
11 May 2012

Educational Attainment

Tertiary

Dr. Yanga's Francisco Balagtas Colleges

Balagtas, Bulacan, Philippines

- Seaman Training Course

Vocational

Technical Education & Skills Development Authority

Malolos, Bulacan, Philippines

- Industrial Sewing

Personal Information

Birth date	08 December 1971
Citizenship	Filipino
Civil Status	Married
Languages	Tagalog, English
Visa Status	Residence Visa
Availability	Immediately