



CONTACT

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Doha Qatar

EDUCATION

Tertiary:  
**Diploma in Hotel and Restaurant Management**  
• Southern de Oro Philippines College Cagayan de Oro City, Philippines  
• As per Special Order (40) R-X No: 346201-001 issued by CHED dated June 11, 2000 (1998-2000)

**BS in Mass Communication**  
Bohol Institute of Technology Tagbilaran City, Philippines (1996-1998)

**High School**  
San Agustin Academy Panglao, Bohol, Philippines (1992-1996)

SKILLS

- Customer Service
- Communication & Interpersonal Skills
- Attention to Detail
- Leadership & Team Management
- Multitasking
- Problem-Solving
- Teamwork
- Business Management & Entrepreneurship
- Sales & Marketing
- Attention to Detail & Quality Control

ALJERYN GUIVENCAN DUMAPIAS

PROFILE SUMMARY

A versatile and highly adaptable professional with over 20 years of diverse experience across a variety of roles, including Personal Driver, Team Leader, Business Owner, Delivery Rider, Promoter, Sales Lady, Waitress, and Household Worker/Nanny. With a strong foundation in customer service, team management, and entrepreneurship, I bring a unique blend of skills and work ethic to every position I undertake. Driven by a passion for service excellence and a proactive mindset, I am always eager to contribute to team success, adapt to new challenges, and continue growing both personally and professionally.

WORKING EXPERIENCE

**Personal Driver** May 2023 – 2025  
Doha, Qatar

- Ensured the safe and timely transportation of clients to their destinations
- Consistently maintained the cleanliness and organization of the vehicle
- Conducted routine vehicle maintenance and performed minor repairs to ensure optimal performance
- Ensuring that clients' identities and conversations remain confidential.
- Apprising clients of local services that may be of use to them.
- Ensuring that the automobile remains clean and well maintained

**Team Leader** May 2022 – 2023  
2Go Delivery Express, Tondo, Metro Manila, Philippines

- Managed a team of delivery personnel, ensuring smooth and efficient operations
- Ensured the timely and accurate delivery of goods to meet customer expectations
- Trained and motivated team members to enhance their performance and skills
- Motivate team members
- Discover training needs and provide coaching
- Listen to team members' feedback and resolve any issues or conflicts
- Recognize high performance and reward accomplishments

**Delivery Rider** 2021 - 2022  
Lazada Express, Quezon City, Metro Manila, Philippines

- Assist customers in finding products and making selections.
- Provide product information and recommendations to customers.
- Maintain store displays and ensure products are well-stocked.
- Process transactions and handle cash or card payments.
- Ensure excellent customer service and resolve any concerns.

**Business Owner** 2010 - 2021  
Variety Store, Quezon City, Metro Manila, Philippines

- Managed daily operations of a small retail store
- Handled inventory management, sales, and customer service
- Maintained financial records and ensured profitability
- Handling legal and compliance responsibilities
- Ensuring outstanding customer service

PERSONAL DETAILS

Passport No. P9862795B  
Passport Expiry: April 30 2032  
Date of Birth: Sept. 8, 1979  
Height: 165 cm  
Nationality: Filipino  
Gender: Female  
Civil Status: Widowed

CHARACTER REFERENCE

Jennifer Cariaga  
Secretary at Real Estate Company  
+974 52000784

Waqar Haider Butt  
CEO of Triple Brothers Group of  
Company  
+974 66868409

Promoter 2008 - 2009  
SM Megamall Philippines

- Using persuasive communication, product samples, and displays to attract customers' attention and create a desire for the product
- Creating compelling marketing pitches and building rapport with customers to generate interest
- Providing information to prospective customers
- Demonstrating products and services in an engaging way
- Reporting on informal metrics of presentation, such as customer interest and distribution of samples
- Keeping promotional stands clean and organized

Sales Lady 2007 - 2008  
Bench Clothing Philippines

- Greet customers.
- Help customers find items in the store.
- Check for stock at other branches or order requested stock for customers.
- Provide customers with information about items.
- Ring up purchases.
- Elevate complaints to management.
- Keep track of inventory.

Waitress 2004 - 2007  
Lechon Manok Restaurant  
Cagayan de Oro City

- Greet and escort customers to their tables
- Present menu and provide detailed information when asked (e.g. about portions, ingredients or potential food allergies)
- Prepare tables by setting up linens, silverware and glasses
- Inform customers about the day's specials
- Offer menu recommendations upon request

Household Worker/Nanny 2002 - 2003  
Cairo, Egypt

- Preparing and serving breakfast, lunch and dinner
- Presenting menus for approval and discussing daily requirements with employer house manager or butler.
- Take care of children, keep them safe and clean, plan meals for them and organize creative and educational activities based on their age.

Household Worker/Nanny 2000 – 2002  
Jurong, Singapore

- Performed household chores and childcare
- Prepared meals and assisted with daily routines
- Supported children's emotional and developmental needs
- Provided childcare and household support
- Assisted with homework and educational activities

I hereby certify that the above mentioned is true and correct to the best of my knowledge and belief.

  
Signature