

Amado Jon ALCANTARA JR.

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Mob.50353275

Address: Um Mughalina opposite Airport Arrival

Visa: Transferable



Objective:

To gain further exposure, experience and to obtain a challenging career in a highly motivated and growing company.

Educational Background

1998-1994	Our Lady of Fatima College	B.S. NURSING
1994-1990	Colegio De Sta.Cecilia	
1990-1984	Gen.T. De Leon Elem.School	

5 years of experience in Receptions works. Experience in all basic transaction duties, dealing with client phone calls query and data reporting, preparing entries and out filing transactions. Also experience in filing, typing and dealing with correspondence

Wide experienced in customer service job as follows

ALJAZI Maimtenance

ALJAZI REAL ESTATE

Soft Service Supervisor

Aug 2015 till Apr 2018

- Incharge for Customer service for AJG1 And other AJRE properties (7compounds)
- Look after the needs of Concierge/tenants need when it comes to customer service

- Security/landscaping and cleaning and other related non technical activities is part of my responsibilities
- Coordinates with subcontractors that will render their professional service in the area
- Incharge with company assets (furniture allocation/disposal)
- Coordinate with the MOVERS team for moving in and move out of Tenants in the property
- Reporting to OM/FM for relevant activities in the area
- TNR coordinator in th area
- Update the Database and WRS completed by the team on daily bases
- Working with HELPDESK in attending complaints/suggestions from valued tenants

MAINTENANCE MANAGEMENT GROUP

MMGQ

Concierge-whitegoods coordinator/Helpdesk

Feb 2012 – AUG 2015

- Assists residents of the building with their personal services.
- Assist approved guests in entering the building and gain authorization as necessary
- Take messages; give advice or transportation, business services or entertainment.
- Monitor guest requests for housekeeping and maintenance and removal of rubbish too large for contractors.
- Greet residents and guests with a smile and be courteous and attend to their needs.
- Possess excellent communication skills as well as interpersonal skills.
- Have a positive attitude towards work.
- Maintain a very organized and extremely clean environment and oversee whole of lobby condition and all communal area conditions.
- Attend to Residents complaints and requests and transfer any work orders to the maintenance supervisor or to the appropriate person or department.
- Attend to and monitor any resident needs at boom gate entries to car park as necessary
- Maintain a clean and tidy uniform and be of exceptional appearance in general
- Computer skilled and efficient in paperwork as required
- Reports to Facilities Coordinator on all matters or problems.
- Coordinate move– ins with owners and with the property coordinator while arranging suitable lift access
- Maintains key and entry cards register
- Weekly and monthly reports to the property manager on cleaning and maintenance
- Faultless service of the highest standards to owners and guests
- Overseeing the excellent presentation of common areas and personnel
- Assisting the property manager and Property coordinator as requested
- Reporting on the cleaning and maintenance and keeping accurate records
- Recording of access to contractors and any keys & cards distributed

Job Experience:

2011-2012	TOPBRASS	Customer service (Front Desk)
2010-2011	PacificHub	ADP (Appt.Setting)
2009-2010	LWS MEDIA	PETCareRX (On-line Pharmacy)
2008-2009	GLOBALeSTAFF	CCA (Appointment setting)
2005-2008	MACROSERV INC.	INTL. SR. Call Center Agent AUSTRALIA-H.R.I
2004-2005	MEGACALL INC.	INTL. Call Center Agent JAPAN-CALL CARD
2002-2004	A-Z ACCESS	CCA(HSBC-MARKETING)
2001-2002	PWI	Telemarketer
2000-2001	SMC	Sales Coordinator
1998-1999	Bayantel	LDO

Interpersonal Skills and Strengths

Computer Literate

Hardworking and Trustworthy

People and Service Oriented

Independent and Result Oriented

**Awards & Achievements : TOP TELEMARKETER (HSBC)
TOP AGENT (MACROSERVE)**

Character Reference: Available Upon Request