

Zayra Kate A. Pagaduan

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About

I am a dedicated and motivated individual eager to start my professional journey. I have strong communication skills, a positive attitude, and a willingness to learn new tasks quickly. I am committed to contributing effectively to a team and growing my skills in a supportive work environment.

Professional Experience

• Service Crew

- Greenwich Market, Taguig
- February 2019 - March 2019
- Provided excellent customer service by taking orders and assisting customers
- Maintained cleanliness and organization of the work area
- Assisted in food preparation and ensured quality standards were met

• Service Crew

- Saladman, Congressional Ave., Quezon City
- March 2021 - August 2021
- Delivered friendly and efficient service to customers
- Handled cash transactions and operated the POS system
- Supported team members in daily operations and inventory management

• Seasonal Account Representative

- BPO Industry, International Account
- September 2022 - November 2022
- Managed customer inquiries and provided timely solutions
- Maintained professionalism and adhered to company policies
- Assisted in resolving issues to ensure customer satisfaction

Skills & Competencies

- **Communication Skills** - Ability to clearly express ideas and listen actively
- **Teamwork** - Willingness to collaborate and support others
- **Time Management** - Ability to prioritize tasks and meet deadlines
- **Adaptability** - Open to learning new things and adjusting to change
- **Problem-Solving** - Basic ability to think critically and find solutions
- **Basic Computer Skills** - Familiarity with Microsoft Office (Word, Excel, PowerPoint) or Google Workspace
- **Attention to Detail** - Careful and thorough in completing tasks
- **Reliability** - Dependable and punctual
- **Customer Service** - Friendly and helpful attitude when interacting with others
- **Organizational Skills** - Keeping things orderly and managing responsibilities
- **Positive Attitude** - Maintaining enthusiasm and professionalism under pressure
- **Following Procedures** - Adhering to company policies and safety standards
- **Customer Service Excellence** - Friendly and patient when assisting customers
- **Cash Handling** - Experience managing transactions accurately
- **Point of Sale (POS) Operation** - Familiar with using POS systems for order processing
- **Multitasking** - Ability to handle multiple tasks efficiently in a fast-paced environment

Certifications

**NCR POPCOM Commission on
Population - National Capital
Region**

November 27, 2017

Education

**Hospitality and Restaurant Service
{HRS}**

University of Makati

August 2020
