



## CONTACT

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**ADDRESS:**  
Budanig ,Sharjah UAE

## PERSONAL DETAILS :

Citizenship : Filipino  
Date of Birth : April 14, 1985  
Height : 5'10  
Weight : 147 lbs  
Civil Status : Single /Male  
Religion :Roman Catholic  
Language : English, Filipino,Arabic  
with valid UAE driving license

## EDUCATION:

### College:

**Bachelor in Business  
Administration major in Marketing**  
Polytechnic University of the Philippines  
Mabini Campus, Sta. Mesa, Manila,  
Philippines  
May 4, 2007

### Secondary:

Lubang Integrated School  
Lubang, Occidental Mindoro  
March 26, 2002

### Primary:

Lubang Integrated School  
Lubang, Occidental Mindoro

# FRANCIS DHAN T. VILLAFLORES

## OBJECTIVE

A position that challenges and enhances a person's capabilities, competencies and skills in a fast growing and dynamic establishment tendering opportunities for a career growth and advancement.

## QUALIFICATIONS

- **Certified Civil Service Commission passer- Professional Level**
- Proficient communication skills - both oral and written
- Professional experience in a Marketing and high-level customer service role
- Ability to relate and communicate within all levels in the organization.
- Presentable, innovative, resourceful, creative, aggressive, flexible and hard-working
- Computer literate (Microsoft office e.g. Microsoft excel, Power Point, Word)
- Service-Oriented

## WORK EXPERIENCE

**NMC Royal Hospital Sharjah**  
Medical Records Department Staff  
March 1, 2020 till date

- Handling patient inquiries. Answer customer questions via phone and email.
- Filing *records*, assisting in audits, and collecting information.
- Collects patient demographic information from different sources.
- Maintains *patient* confidence by keeping *patient records* information confidential.
- Organize and manage patients' health information data. Ensure paperwork is properly filled out

March 1998

>Graduated with distinction

**Procurement Officer (February to August 2019)**  
**Municipality of Lubang, Province of Occidental Mindoro,**  
**Philippines**

- Procures materials and services that the local government needs
- Approves the use of government vehicles
- Consolidates all the annual procurement plans of all departments.

**Sales Associate (June 2017 – January 2019)**  
**Al Maya Global LLC, Dubai, UAE**

*A diversified company established in 1982, headquartered in Dubai, UAE and operates supermarkets all over GCC countries.*

- Ensures high levels of customer satisfaction through excellent sales service.
- Assesses customers' needs and provides assistance and information on product features.
- Maintains in-stock and presentable condition of assigned areas.
- Handles returns of merchandise and complies with inventory control procedures.
- Suggests ways to improve sales and operation.

**Service Crew (November 2013 – November 2015)**  
*(Employee of the Month, February 2015)*

**Al Maousherji Catering Company, Kuwait**

*The owner and operator of McDonald's restaurants in Kuwait serving Kuwait some of its favorite food since June 15, 1994 and is committed to serve safe and high quality products.*

- Provides customers with a quick and accurate service showing sensitivity to their individual needs, both from behind the till as well as in the dining areas.
- Assists in food preparation using a broad range of equipment and tools and producing orders to a consistently high standards
- Takes orders, recommends appropriately, collects payments and performs general housekeeping and cleaning duties.

## **Sales Associate (October 2007 – October 2013)**

**COMMUNICATION FOUNDATION FOR ASIA, Sta. Mesa, Manila**

*A pioneer in communication development pursuing a mission in media production and training for the spiritual upliftment and empowerment of people.*

- Promotes and sells supplementary magazines to different schools in Metro Manila by establishing contact and developing relationships with prospects
- Formulates marketing strategies by gathering and analyzing internal and external facts
- Conducts trainings and seminars in media production to students and educators from all around the country
- Identifies product improvements or new products by remaining current on industry trends, market activities, and competitors
- Maintains relationships with clients by providing support, information, and guidance

### **CHARACTER REFERENCES**

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- 1. Rhecya Anne Cajayon**  
AVIATION – Staff Nurse  
Sharjah University Hospital  
Sharjah UAE  
0559985426
- 2. Mr. Dean Hermosisima**  
Restaurant Manager  
Mcdonald's Jabriya, Kuwait  
+965 2224-4201/ +965 182 2000
- 3. Hon . Charles Villas**  
Vice Mayor  
Lubang, Occidental Mindoro  
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