



## PROFILE

- ❖ I seek to utilize and further develop my interpersonal skills along with my professional expertise towards the growth of a reputable company. I have been performing my duties with full commitment and integrity.

Gender: Male  
Civil Status: Single  
Date of Birth: Nov. 13, 1986  
Nationality: Filipino  
Visa Status: Employment

## CONTACT:

Al Satwa, Dubai, United Arab Emirates

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052-9861223

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# DODIEMYRK CHIN LORETO

*Front of House / Receptionist /Cashier*

## EDUCATION

**Ateneo de Davao University, Davao City, Philippines**  
(Graduated 2010)  
Bachelor of Science in Business Administration Major in Management

## WORK EXPERIENCE

**Fitness First – Leisure Unlimited LLC – Landmark Group**  
**Front of House Receptionist/ Cashier/ Customer Service**  
(July 11, 2021 – Present) – **Dubai, United Arab Emirates**

- Customer Support Services and Cash Handling/ Cashiering/ POS
- Handle phone, email, chat, and face to face inquiries/ concerns
- Execute administrative back office support tasks, and CRM
- Monitor and replenishes the First Aid and Evacuation Kits
- Operate office equipment: photocopier, scanner, and printer
- Maintain electronic filing system for reporting and safe keeping

**JMBR Group Fz LLC – Customer Service Staff/ Receptionist**  
(December 11, 2017 – February 18, 2021) – **Dubai, United Arab Emirates**

- Customer Service and Call Center courier operations
- Manage outbound & inbound calls to arrange delivery schedules
- Handle customer inquiries and concerns accurately with empathy
- Execute strict thorough verification/ validation process to callers
- Document/ Manage timely all interactions/ concerns in CRM

**Convergys Philippines Services Corporation, Davao City, Philippines**  
**Customer Care Representative/ Sales Associate II**  
(October 2015 – December 2016)

- Call Center Customer Service for American Express Financial services and Macy's & Bloomingdales Omnichannel/ online shop

**VXI Global Solutions B.V., Davao City, Philippines**  
**Account Associate/ Customer Service Specialist**  
(October 2013 – August 2015)

- Financial Customer Care Support Services for Western Union

**Robinsons Land Corporation, Davao City, Philippines**  
**Document Controller/ Sales Documentation Staff**  
(February 2011 – August 2013)

## SKILLS

- Computer literate in MS Office Suite like Word, PowerPoint, Excel
- Proficient in written and spoken English language
- Acquires good Business Writing/ Business Correspondence Skills
- Phone Skills, CRM, Data Entry, and Execute Relevant multitasks
- Problem Solving and Ability to prioritize and manage time well
- Flexible to a diverse, and fast-paced working environment

## TRAININGS/ CERTIFICATES/ SEMINARS ATTENDED

- Highfield Level 3 International Award in Emergency First Aid and Use of AED with CPR for all Ages – May 2023
- FOH/ Employee of the month recognitions
- Product Specific Training for American Express, Convergys Philippines - January 2016
- Employee Discipline Program, Robinsons Land Corporation, Philippines - March 2011