

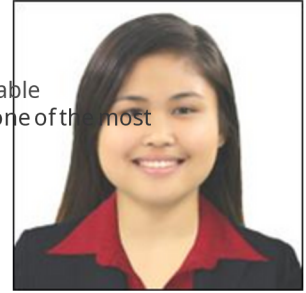
MAEZYL [REDACTED]

More than 1 years' worth of experience providing excellent service as one of the most dependable service associates who contributed in one amongst the greatest 5-star hotels worldwide and one of the most trusted partners for customer service outsourcing and BPO solutions.

Contact number: [REDACTED]

Email address: [REDACTED]

Home address: [REDACTED]



OBJECTIVE

- Seeking a challenging position where my extensive customer service skills, attention to detail, and strong organizational abilities can be utilized to ensure client/guest satisfaction, enhance company's reputation, and contribute to the overall success of its business.

PROFESSIONAL EXPERIENCES

[REDACTED]

[REDACTED]

- Staffing Coordinator
(August 2022 to January 2023)
Manage the healthcare professionals' work schedules to coordinate proper coverages serving as the workforce management, ensuring the company has the right people at the right time to achieve business goals.

[REDACTED]

[REDACTED]

- Healthcare Senior Recruitment Coordinator (October 2022 to May 2023) Lead a team of recruiters and oversee the entire recruitment lifecycle from job requisition to onboarding, ensuring the team meet and exceed the recruitment targets and goals. Have a direct exposure to international clients and a collaborative mindset with the ability to work cross-functionally, especially with HR, hiring managers, & marketing teams.
- Healthcare Recruitment Coordinator
(March 2022 to October 2022)
Utilized various sourcing channels, including social media, job boards, and networking events, to attract a diverse pool of qualified candidates. Coordinate and set up candidate interviews in an efficient manner. And collaborate with hiring managers and department heads to understand staffing needs and align recruitment efforts with business objectives.

[REDACTED]

[REDACTED]

- Corporate Supervisor – Tier 3 Escalation
(July 2021 to January 2022)
Customer Service Blended Support handling level 3 escalated concerns for Financial Account
- Customer Service Associate, Advisor 1
(January 2021 to July 2021)
Customer Service Blended Support for Financial Account
- Customer Service Associate, Advisor 1
(November 2020 to December 2020)
Customer Service Agent Support for Retail Account

[REDACTED]

[REDACTED]

- Garde Manger /Cold Kitchen
(September 2018 to November 2020)
Kitchen Staff focused in preparing cold sandwiches, salads, canapes, maki and sushi, cheeses, and charcuteries

- Canton Road Kitchen
(June 2018 to September 2018)
Chopper /Food Controller focused in modern Cantonese Cuisine

EDUCATIONAL BACKGROUND

[REDACTED]
[REDACTED]
Bachelor of Science in Hospitality Management (Batch 2018 – Cum laude)

PERSONAL BACKGROUND

[REDACTED]
[REDACTED]
[REDACTED]
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SKILLS & QUALIFICATIONS

- Familiar in Banquet Kitchen Operations
- Knowledgeable in Western Hot /Cold Kitchen
- Computer Literate
- Have Good Communication Skills
- Knowledgeable in Microsoft Office
- Adaptable & Fast Learner with minimal supervision
- Team Management
- Budget Management
- Candidates Sourcing & Recruiting
- Social Media Marketing
- Recruitment Analytics

CHARACTER REFERENCE

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