**Robert Cheng Go**

Al Karama Burj Dubai, Dubai

Mob: +971 54 425 5981

**rayrobert.go10@gmail.com**

**PROFESSIONAL SUMMARY**

Committed and motivated Administrative Assistant with exceptional customer service and decision making skill. Strong work ethic, professional demeanor and great initiative. High-performance Administrative Assistant with experience working with diverse client base and delivering results.

**CORE QUALIFICATIONS**

* Excellent written and verbal communications skills, including dealing with customer complaints and giving formal presentations to executives
* Proficient in all Microsoft Office
* Extremely organized and attentive to detail
* Comfortable performing a variety roles, including payroll support, front desk reception, personal assistant and organizational point of contact

**EXPERIENCE**

**October 2016 to October 2018 Service Crew In-charge, Tim Horton**

* Welcoming and Greeting customers in the coffeehouse and efficiently determining their needs and interests.
* Maintain the daily Calibration of Equipment and Machines.
* Preparing and serving a variety of coffee drinks, along with donuts and sandwiches.
* Promotes coffee consumption by educating customers, making recommendations based on their preferences, up-selling items and taking orders.
* Planning and submitting weekly and monthly inventory.
* Purchase weekly order.
* Planning weekly schedule for staff and do daily pre-shift meeting.

**Achievements**

* Increase sales by 5% as per monthly target.

**November 2008 to March 2016 Specialist Support Services, RICC McDonalds**

* Oversee maintenance schedule of McDonalds- RICC facilities and equipment to ensure adherence to all maintenance regulations
* Plan, manage, and review individual performances and provide regular feedback, developing opportunities and coaching , taking prompt action where necessary
* Ensure all divisions/department have the necessary office supplies as per RICC standards.
* Inspects facilities and equipment after maintenance works has been completed to evaluate the level of services were provided and to ensure they are meeting McDonalds – RICC standards.
* Trained 3 Administrative assistant in customer service and other office procedures.
* Organized office transition from paper to invoices to Quick-book and online invoicing.
* Arranged department monthly budget

**Achievements**

* Saved 10% a year of office supplies and after negotiating with a new deal with our current supplier.
* Saved 10% quarterly expenses from supplier and vendors.

**SKILLS**

* **Communication** exchanging thoughts and ideas to co-worker clients and management,
* **Team work** creating a positive working atmosphere, and supporting each other to combine individual strengths to enhance team performance
* **Time Management** Goal setting and meeting deadlines.
* **Planning** Organize personal time to carry out responsibilities. Maintain adequate preparation time for scheduled meetings/deadlines. Develop schedules and time tables.
* **Computer Literate** Proficiency in Microsoft office ( Word, Excel, power-point)
* **Active earning**
* **Self-motivation**
* **Customer Services** provide good communication with clients and employee
* Driving skills with Saudi Licence
* Knowledge in basic Arabic language

**Education**

**College Graduate**

**(Associate in Computer Technology) 2004 - 2006**

* **Scholar Student**
* **Member of Student Assistants I.T Department**

**STI RECTO Manila**

**Certificate**

**Core Competency Class#1 2013 May**

**Store Activity Representative#19 2009 August**