

JEFFREY T. BITANTES

Tarlac City, Philippines

PROFILE SUMMARY

Experienced Administrative and Customer Service with experience in automotive documentation, government compliance, retail operations, and hospitality. Skilled in vehicle registration processing, records management, customer support, and administrative coordination. Proven ability to work in fast-paced environments, maintain accurate documentation, and collaborate with cross-functional teams while delivering exceptional customer service. Adaptable, detail-oriented, and willing to relocate internationally.

EDUCATION

NIVERSITY OF CORDILLERA

- Bachelor of Science in Hospitality Management 2014-2017

CORE SKILLS

- Administrative Support
- Document Control
- Records Management
- Vehicle Registration Processing
- Government Compliance
- Customer Service
- Customer Relationship Management
- Data Entry
- Microsoft Office (Word, Excel, Outlook)
- Inventory Management
- Team Leadership
- Report Preparation
- Problem Solving
- Time Management
- Communication Skills
- Inventory Control
- Physical Labor
- Safety Compliance
- Factory Production
- Packaging
- Picking and Packing
- Food and Beverage (Waiter , Kitchen Crew, Service Crew)
- Front Office (Concierge , BellMan)

WORK EXPERIENCE

LTO Coordinator / Customer Care Department
Hyundai Pampanga Inc. – Tarlac, Philippines 2023 – Present

- Process vehicle registrations, renewals, and ownership transfers.
- Prepare and verify LTO documentation for timely processing.
- Coordinate with LTO offices, insurance providers, and government agencies.
- Maintain accurate records of vehicle registrations and customer documents.
- Provide updates to customers regarding application status.
- Resolve documentation issues while ensuring excellent customer service.
- Work closely with Sales, Finance, and Administration teams to support vehicle releases.

Factory Worker / Aquaculture (Fisherman) Worker
PESO Tarlac – South Korea 2022 – 2023

- Assisted in aquaculture and seafood production operations.
- Maintained equipment and farming facilities.
- Loaded and unloaded equipment and seafood products.
- Followed workplace safety procedures.
- Worked efficiently in physically demanding environments.

Sales Area Team Leader
PStaffwise Solutions Inc. (7-Eleven) 2020 – 2022

- Supervised daily store operations and staff.
- Managed inventory and merchandising.
- Trained new employees.
- Ensured compliance with company standards.
- Delivered excellent customer service.

Service Ambassador Bar 360 (Casino)
Resorts World Manila 2019 – 2020

- Delivered exceptional customer service in a high-volume casino and bar environment.
- Welcomed guests, took food and beverage orders, and ensured prompt, accurate service.
- Operated POS systems and processed cash and card transactions accurately.
- Coordinated with bartenders and kitchen staff to ensure timely order preparation and delivery.
- Responded to customer inquiries and resolved concerns professionally.
- Maintained cleanliness, sanitation, and organization of the bar and dining areas.
- Promoted menu items and upsold food and beverages to support sales targets.
- Followed food safety, responsible alcohol service, and company policies.
- Built positive relationships with guests to enhance customer satisfaction and loyalty.

Kitchen Staff / Service Crew
Army Navy Burger + Burrito 2018 – 2019

- Prepared food according to quality standards.
- Assisted customers.
- Maintained sanitation and food safety.

Kitchen Staff / Service Crew
Chowking 2017 – 2018

- Prepared meals and served customers.
- Maintained food safety standards.
- Assisted with inventory and stock rotation.

HOSPITALITY INTERN
TAAL VISTA HOTEL / THE MANOR AT CAMP JOHN HAY 2013 & 2016

- Assisted Bell Service, Concierge, and Housekeeping departments.
- Supported guest services and hotel operations.

CERTIFICATIONS

- TESDA NC II – Housekeeping
- TESDA NC II – Food and Beverage Services
- Food and Beverage Cost Control Seminar November 19,2015
- Gardenia's Sandwich Academy Lecture and Demo October 09,2015
- Kulinarya Tagala; A Three Day Workshop October 17,2011
- Airport Passenger Handling January 29,2010

TECHNICAL SKILLS

- Microsoft Word
- Microsoft Excel
- Microsoft Outlook
- Data Entry
- POS Systems
- Document Management
- Records Management
- Inventory Control

LANGUAGES

- English
- Filipino
- Ilokano