



PHILIP ANDREW C. LACSON

CUSTOMER SERVICE • OPERATIONS • ADMINISTRATIVE SUPPORT

Filipino | College Graduate | 18+ Years Experience

CONTACT

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Zamboanga Del Sur, Philippines

Nationality: Filipino

CORE SKILLS

- Customer Service
- Customer Relationship Management
- Administrative Support
- Sales & Upselling
- Inventory Management
- Daily Reporting
- Team Leadership
- Staff Training
- Problem-Solving
- Time Management

EDUCATION

Bachelor of Science in Nursing

Riverside College

Bacolod City, Philippines

2002 – 2006

PROFILE

Customer-focused professional with 18+ years of experience in customer service, operations, sales, team leadership, staff training, inventory management, and daily reporting. Experienced in supporting customers, coordinating teams, maintaining service standards, handling queries, building relationships, and contributing to sales and operational goals. International work experience in Qatar and the Philippines.

PROFESSIONAL EXPERIENCE

SENIOR HEAD WAITER

SAHTIN MANAGE RESTAURANT AND TRADE (Msherieb Café Downtown) • Doha, Qatar

Nov 2023 – Jul 2026

- Welcomed guests, guided seating, presented menus, offered products, checked satisfaction and feedback, and assisted colleagues.
- Shared suggestions with management to improve sales and remained flexible across restaurant operations.

SENIOR HEAD WAITER

AZADEA (Paul – Villaggio Mall) • Doha, Qatar

Jan 2017 – Sep 2023

- Delivered excellent customer service and supported team performance through leadership and communication.
- Trained new staff, handled demanding-customer concerns, maintained customer relationships, and generated daily sales reports.

STORE SUPERVISOR

ALSHAYA (Pinkberry – Landmark Mall) • Doha, Qatar

Sep 2010 – Jan 2016

- Managed daily priorities, team support, product quality, cleanliness, and customer satisfaction.
- Supported cost control, financial accounting, inventory and labor management; handled customer queries and product guidance.
- Drove sales through upselling/cross-selling; supported promotions, visual merchandising, stock replenishment, and service standards.

VISUAL MERCHANDISER

GIORDANO • Cebu City, Philippines

Dec 2008 – Mar 2010

- Assisted customers, demonstrated products, promoted new products, and participated in inventory activities.

STORE SUPERVISOR

TGIF • Cebu City, Philippines

Sep 2007 – Sep 2008

- Supported customers and staff, briefed teams on sales targets, monitored stock and wastage, provided feedback, and conducted refresher training.

SERVICE CREW

BURGER KING • Cebu City, Philippines

Jan 2007 – Jun 2007

- Assisted customers, promoted products, maintained purchase records, replenished stock, organized items, and prepared reports.

KEY STRENGTHS

CUSTOMER-FOCUSED

Service & relationship building

ORGANIZED

Reporting, inventory & priorities

TEAM-ORIENTED

Leadership, training & collaboration