

Eugene Orilla Vital

Doha, Qatar

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Professional Summary

Adaptable and people-focused team leader with over two decades of experience in customer service, sales, transport, and operations. Known for maintaining a calm and courteous demeanor in high-pressure environments. Proven ability to manage teams, foster client satisfaction, and deliver efficient results across retail, food service, and logistics industries. Holds a valid Qatar driver's license with over five years of driving experience.

Work Experience

Team Leader

The Empanada House – Doha, Qatar
March 2021 – May 2025

- Lead shop operations with a focus on minimizing losses and improving efficiency.
- Train and supervise staff, ensuring high standards of performance and customer service.
- Assist in staff recruitment and interview processes.
- Report directly to ownership and coordinate day-to-day operational needs.

Limousine Driver

DRBak Limousine Service – Doha, Qatar
September 2017 – January 2021

- Transported clients safely and reliably to destinations across Doha.
- Ensured vehicle cleanliness and scheduled regular preventive maintenance.
- Respected client confidentiality while maintaining a 100% accident-free record.

Sales Executive / Sales Desk

Rapido Pest Control – Doha, Qatar
March 2013 – August 2017

- Managed sales inquiries, scheduled appointments, and responded to client needs.
- Provided administrative support and prepared technical reports.
- Oversaw chemical supply inventory and logistics.

Retail Sales Representative

New Yorker – Dubai Festival City Mall, UAE
April 2007 – December 2009

- Delivered fashion guidance and personalized service to customers.
- Assisted with fittings and addressed client complaints with professionalism.
- Helped increase store visibility through excellent customer relationships and upselling.

Internal Management Trainee

McDonald's Philippines – Golden Arches
March 1997 – December 2006

- Oversaw restaurant operations including staffing, training, and inventory control.
- Maintained kitchen and floor efficiency through hands-on supervision.
- Assisted in developing marketing strategies and promotional programs.

Education

BS Architecture – Undergraduate
Technological Institute of the Philippines

High School Graduate
Roosevelt College Marikina, Philippines

Primary Education
Concepcion Elementary School, Marikina, Philippines

Personal Information

Date of Birth: November 30, 1977
Citizenship: Filipino