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**Gulfjobseeker.com CV No:259900**

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Summary

Motivated and reliable Office Support Professional with Strong Customer Service skills. More than 12 years experience providing outstanding administrative service and able to relate easily to clients, staff, and colleagues. Seeking role of increased responsibility and room for advancement.

Highlights

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| --- | --- |
| * Office Organization | * Sales |
| * Documentation | * Customer Service |
| * Purchasing | * Data Entry/Speed Typing |
| * Filing | * Word, Excel, Powerpoint |

Education

Bachelor of Science in Computer Science, 1995 -1998

Associate in Computer Secretarial, 1994 - 1995

La Consolacion College –

Experience

**Cashier**  02/02/2013 to 15/03/2014

Al Manama Hypermarket,

* Greet customers entering the store.
* Maintain cleanliness of the counter.
* Counting the petty cash on the drawer before the shift starts.
* Receive payment by cash, credit card, coupons or vouchers.
* Issue bills, refunds and change due to customer.

**Customer Service Representative / Agent**

08/2008 to 11/2012

* Maintain a friendly and confident tone of voice in answering customer’s phone queries.
* Resolves product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem.
* Present the available offers in their area, provide the features and benefits of the product according to their needs and budget.
* Upsell products and services.
* Getting necessary information such as Name, phone number, address, social security number, credit card number etc.
* Process the order in the system. Arrange the date and time of the installation.

**Purchasing Assistant**

01/2008 to 07/2008

Philippines

* Checking ordered products for quality and quantity assurance.
* Maintaining records and files of suppliers
* Follow up on orders to ensure that items will be delivered on the scheduled date and time.
* Handles the computation of vouchers to be submitted to the accounting department for the issuance of check payment.
* Making / Sending purchase orders and Invoices
* Monitoring suppliers invoices for payment dues.
* Coordinate with branch supervisors for the replenishments of stocks, slow moving items fast moving items etc.

**Administrative Assistant**

12/2005 to 12/2007

Going Straight Salon Inc Philippines

* Orient newly hired cashiers and salon staff.
* Assisting the administrative secretary
* Send out, through fax or email, memos, meeting invites etc.
* Arrange the venue of a meeting.
* Maintaining records and files
* Answer phone queries
* Photocopying of documents
* Validating daily service slips and product request slips.
* Prepare monthly deductions for product variances.
* Prepare monthly reports on customer complaints.
* Preparing and monitoring written memo.

**Encoder / Coordinator**

12/1999 to 12/2004

Wilcon Builders Supply Inc., Philippines

* Update and maintain inventory information on the database.
* Preparing and sending daily delivery receipts
* Preparing and submitting daily sales and inventory reports.
* Monitoring each salesman’s monthly sales and making sure they are hitting their quota.
* Giving full support to salesmen in order for them to maintain a good sales record and be able to get incentives.
* Report directly to the Manager and Auditor
* Receive payment by cash, check, credit cards, vouchers, or automatic debits.
* Manage bank deposit activities and make sure that cash is counted accurately before and after each shift.
* Preparing Daily Cash Sales Report
* Handles the cash vault's lock code.

Trainings

Department of Public Works and Highways : Programmer, 300 hours

Sky Freight Brokerage Inc. Clerk/Typist , 200 hours

Additional Information

Birth date: June 19, 1977

Age: 38

Gender: Female

Marital Status: Single