**First Name of Application CV No 1647132**

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**Skills:**

* Profound ability to provide customer service efficiently.
* Proficient ability to manage and organize the things.
* Interact with the customers and associate with professional and positive manner.
* Provide a positive work environment.
* Well skilled in MS Word, Excel & POS System.

**Career History**

* Matalan - Customer Service cum Head Cashier (May 2012 – February 2016)
* Matalan – General Sales Assistant (October 2011 – April 2012)
* Reserve Naturelle – Sales Assistant (April 2009 – September 2011)
* Liwa Plaza Hotel Apartment – Coffee Shop In Charge (Feb.2006-April 2009)
* Arts & Skills Devt. Center Manila – Office Coordinator (1995-2005)

 **Responsibilities And Achievement:**

 **Matalan**

# Update and maintain databases such as mailing lists, contact lists and client information

# Organize travel arrangements for staff

# Monitor and maintain office supplies

# Ensure office equipment is properly maintained and serviced

# Keep office area clean and tidy

* Preparing for daily sales report and send to the head office.
* Answer telephone inquiries from customers and stores regarding the status of items and other service issues.
* Responsible for the providing the best level of customer service to the customers.
* Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution
* Follow communication procedures, guidelines and policies
* Take the extra mile to engage customers
* Handle large amounts of paperwork and data.
* Work within a busy office environment, and support office teams in order to ensure the smooth running of day-to-day activities.
* Communicate clearly with work colleagues
* Handle petty cash, floats and expenses.
* Operate the till, following specified Company procedures to achieve a high level of customer service and accuracy.
* Accurately count and reconcile the till float
* Service the till point through the replenishment of wrapping materials, pens and any promotional leaflets, removal of hangers, tags, pins and rubbish.
* Be alert to fraudulent bank notes and cards, making appropriate referral to management.
* Processing accurately all methods of payment accepted by the company.
* Help create and maintain effective working relationships with all Matalan employees.
* Assist colleagues when necessary and as directed.
* Monitor the work of cashiers on a daily basis
* Create and distribute cashier schedules and till allocation
* Ensure that workload is equally divided between cash registers
* Handle store operations in the absence of managers
* Evaluate performance of cashiers and provide managers with information on appraisals
* Manage bank deposit activities and make sure that cash is counted accurately at the end of each shift
* Reconcile cash with receipts at the end of each shift and make sure that any discrepancies are managed immediately
* Identify and address any accounts related problems on an immediate basis
* Ensure that all items are appropriately displayed on shelves and oversee maintenance of store
* Resolve employee conflicts and ensure that any customer complaints are handled immediately
* Identify and correct cash register errors and take measures to ensure that further errors do not happen

**Reserve Naturelle**

* Assisting shoppers to find the goods and products they are looking for.
* Being responsible for processing cash and card payments.
* Reporting discrepancies and problems to the supervisor.
* Balancing cash registers with receipts.
* Keeping the store tidy and clean, this includes hovering and mopping.
* Working within established guidelines, particularly with brands.
* Attaching price tags to merchandise on the shop floor.
* Responsible for security within the store and being on the look out for shoplifters and fraudulent credit cards etc.
* Receiving and storing the delivery of large amounts of stock
* Keeping up to date with special promotions and putting up displays

**Liwa Plaza Hotel Apartments Deira, Dubai, UAE**

**In-House Coffee Shop-in-Charge**

* Reporting directly to the General Manager.
* Prepares purchase orders.
* Communicates with suppliers for orders and monitors its on time delivery.
* Prepares summary of accounts for the day’s transaction and pass the ledger to accounts department for appropriate receipt and approval.
* Manages the coffee shop seeing to it that proper cleanliness and maintenance has been monitored from time to time.
* Delegates and supervise staff in the shop as well as assisting them during rush hours.
* Greets guest as they arrive and make them feel comfortable.
* Receives calls from guest of the hotel, list down their requirements and arranges delivery on time to their respective rooms.

**Arts & Skills Development Center, Inc. Quezon City, Philippines**

**Office Coordinator**

* Reported directly to the General Manager and Chief Auditor
* Handled petty cash while monitoring the day to day PCF disbursements.
* Recorded everyday cash transactions.
* Assisted in HR function like preparation of employee’s salary taking note of advances and loans, tardiness and absences, sick and vacation leaves.
* Withdraws cash every morning from the bank for daily cash needs and deposits cash and checks on hand as well at the end of the day.
* Checked nature of transactions within departments and seeks approval if needed before payment.
* Coordinated with the auditors during audit period.
* Creates highly organized filing system of relevant documents in a properly indexed manner to have an easy access to pertinent documents needed from time to time.
* Performed other task as directed.
* In-charge with room reservations for trainings, seminars and briefings.
* Organized meetings, provides all the materials and equipment’s needed, including arrangements for refreshments if needed.

**EDUCATION AND QUALIFICATION:**

Short Course: Learners Point Training Institute Bur Dubai March 2016 up to present

Executive Secretary Management Course

College: System Technology Institute Makati City Phils. Graduated April 1995

Associate in Computer Programming (COBOL)

Vocational: Skills Power Institute September 04- February 05, 2004

6-Months Live In Caregiver

**PERSONAL DATA**

Date of Birth : September 25, 1976

Civil Status : Single

Citizenship : Filipino