**SERVANDO, GERALENE MARIE A.**

**OBJECTIVES:**

To work with the company, which would make full use of my knowledge and skills I have acquired through the years and to provide me with the opportunity to learn and acquire more skills and trainings for self-development.

**EDUCATIONAL BACKGROUND:**

TERTIARY: **AUTOCAD (**Automatic Computer Aided Design)

 **MICROCAD**

Manila

 2009

SECONDARY: **St. Nichols Academy**

 Macabebe, Pampanga 2007

PRIMARY: **St. Nichols Academy**

 Macabebe, Pampanga 2004

**SEMINARS ATTENDED:**

Finishing course for call center agents

 **Asiaworks Training Solutions Inc**.

 2009

**WORKING EXPERIENCE:**

Position: **Secretary**

Company:

 July 2015 – July 2016

**Job Responsibilities:**

* + Using a variety of software packages, such as Microsoft Word, Outlook, Powerpoint, Excel, Access, etc., to produce correspondence and documents and to maintain presentations, records, spreadsheets and databases;
	+ Devising and maintaining office systems;
	+ Managing and maintaining budgets, as well as invoicing;
	+ Liaising with staff in other departments and with external contacts;
	+ Ordering and maintaining stationery and equipment;
	+ Organising and storing paperwork, documents and computer-based information;
	+ Arranging in-house and external events.
	+ Supervise other clerical staff, and provide training and orientation to new staff.

Position: **Data Encoder**

Company: **Department of Environment and Natural Resources**

 February 1, 2013 - April 4, 2014

* Prepares source data for computer entry by compiling and sorting information; establishing entry priorities.
* Processes customer and account source documents by reviewing data for deficiencies; resolving discrepancies by using standard procedures or returning incomplete documents for resolution.
* Enters customer and account data by inputting alphabetic and numeric information on keyboard or optical scanner according to screen format.
* Maintains data entry requirements by following data program techniques and procedures.
* Verifies entered customer and account data by reviewing, correcting, deleting, or reentering data; purging files to eliminate duplication of data.
* Secures information by completing data base backups.

Position: **Cashier**

Company: **The Tropical Retail Company Inc.**

January 31, 2012 - June 30, 2012

**Job Responsibilities:**

* Processing of sales transaction of customer in the POS terminal
* Preparing of Cashier’s remittance report (endorses cash and charge)
* Transaction of the day to immediate superior on duty
* Ensure that the mode of payment received are verified bills received are not fake before processing transaction check credit card security
* Features before processing transaction
* Ensures an excellent level of customer experience as a priority at all
* Times by exceeding and achieving customer experience consistently
* Released cash sales through bank pick up.

Position: **Sales Associates**

Company: **The Tropical Retail Company Inc.**

 November 14, 2011- January 14, 2012

Position: **Sales Associates**

Company: **The Tropical Retail Company Inc.**

 June 17, 2011- August 17, 2011

**Job responsibilities:**

* + Accountable for overall customer satisfactory by giving them an exceptional shopping experience
	+ Responsible for stock management in selling area
	+ Delivering good customer service to assure their loyalty to our brand

Position: **Sales staff**

Company; Hipculutre

 SM city Pampamga

 November 22 2010- April 22 2011

**Job responsibilities:**

* Accountable for overall customer satisfactory by giving them an exceptional shopping experience
* Responsible for stock management in selling area
* Delivering good customer service

Position: **Checker**

Company: Madison shopping plaza Inc.

 May 6 2010 September 18 2010

**Job responsibilities:**

* Ensure that the mode of payment received are verified bills received and are not fake before processing transaction check credit card security
* Features before processing transaction
* Ensures an excellent level of customer experience as a priority at all
* Times by exceeding and achieving customer experience consistently

**PROFILE:**

* A dedicated individual with a strong desire to excel
* A hardworking individual with a sense of responsibility and
* Commitment to job
* Can easily build good working relationship to others.

**PERSONAL PROFILE:**

Date of birth; March 15 1990

Age: 22 years old

Civil Status: Single

Religion: Roman Catholic

**Job Seeker First Name / CV No: 1798722**

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