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| . Maria. Maria.339779@2freemail.com  |  |

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| Career Profile |

###### To pursue a highly rewarding career and seeking for a job in challenging and healthy work environment where I can utilize my skills and knowledge effectively.

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| Core Competencies |

* Active learner and effective communicator – Practices good judgment and discretion while working closely with sales managers, firm’s internal departments and customers.
* Strong Planning and organizational skills with the ability to perform multiple tasks at any given time.
* Multi-task effectively – Prioritize independently and meet tight deadlines at all costs.
* Proficiency in computers –Microsoft Excel, Microsoft Word, Microsoft PowerPoint, Microsoft Access, and Microsoft Outlook Express.
* Excellent Customer Service skill

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| Professional Experience |

**CASHIER / SALES REPRESENTATIVE**

 **Minutes, IBN Battuta Mall Branch – Dubai, United Arab Emirates (October 2014 to November 2016)**

* Assists and attend to customers with their desired services/inquiries.
* Analyzing customer needs to recommend suitable products or solutions for customers
* Increase sales volume.
* Performs the necessary & right action on systems and tools in order to fulfill the customer request properly
* Handle all administrative aspects of the sales including: completing customer request, accepting customer payments and filing the completed orders.
* Make sales referrals, cross-sell products and introduce new ones.
* Handles cash transaction with customers.
* Scans the customer items and collect payment.
* Issues receipts, refunds and give change to the customer.
* Keeps and tracks all daily transactions reports.
* Makes sure that the cash sale is balanced before the turn over to another cashier.

**OTHER RESPONSIBILITIES**

* Provides support to the Branch/Store Manager in ensuring that the day-to-day operations run smoothly and efficiently (acts as the Branch Manager during his absence).
* Responsible for ensuring that there are enough supplies and equipment for the entire store (conducts thorough inventory and safekeeping).
* Primarily responsible for the training of new staff (Cashier) at the branch.
* Assists and attend to customers with their complaints and grievances and ensure that their concerns are being met and properly answered.
* Responsible for doing month-end reports and other paper works required by the Head Office.

 **RECEPTIONIST**

 **Serwell BPO International, Inc. – Manila, Philippines (September 2010 to August 2014)**

* Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries.
* Directs visitors by maintaining employee and department directories; giving instructions.
* Maintains security by following procedures; monitoring logbook; issuing visitor badges.
* Maintains telecommunication system by following manufacturer's instructions for house phone and console operation.
* Maintains safe and clean reception area by complying with procedures, rules, and regulations.
* Maintains continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.
* Contributes to team effort by accomplishing related results as needed.

**RECEPTIONIST**

 **Red Planet Hotel – Ermita Manila, Philippines (August 2004 – May 2010)**

* Checks in and checks out guests
* To undertake front desk duties, including meeting, greeting and attending to the needs of guests, to ensure a superb customer service experience.
* To build a good rapport with all guests and resolve any complaints / issues quickly to maintain high quality customer service.
* To deal with guest requests to ensure a comfortable and pleasant stay.
* To assist in dealing with customer complaints in an effective and courteous manner, providing or seeking solutions as quickly as possible.
* To be responsible for accurate and efficient guest accounts and billing processes.
* To assist in keeping the hotel reception area clean and tidy at all times.
* To undertake general office duties, including correspondence, emails, filing and switchboard, to ensure the smooth running of the reception area.
* To administer all routes of reservations.
* To ensure that room bookings are made and recorded accurately.
* To ensure that all reservations and cancellations are processed efficiently.
* To keep up to date with room prices and special offers to Shops provide accurate information to guests.
* To report any maintenance, breakage or cleanliness problems to the relevant manager.
* To administer the general system and petty cash float in an accurate manner.
* To undertake all training as required (customer service).
* Trouble-shoots computer/internet issues.
* Coordinates with various departments to ensure maximum guest satisfaction.
* Accommodates walk-in guests and ensures all payments are made in advance.
* Ensures all guests feel welcome and valued to foster repeat business.
* Ensures good teamwork to enhance efficient operation of guest reception.

**CASHIER RECEPTIONIST**

 **HB Services Corp. – Manila, Philippines (October 1997- October 2002)**

* Acknowledging customer's presence
* Greeting customers in a friendly manner
* Process/checks transactions per customer
* Receives payments for services to be rendered (card/cash)
* Issues Official Receipt
* Encode all transactions in the Processing Operating System (POS)
* Checks and balances all transactions processed
* Safekeeping cash sales transaction in the vault (for night shift)
* Endorses daily sales to the finance department (for morning shift)
* Opening and closing of vault
* Answering telephone and intercom calls

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| Academic Qualification |

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| Course | Year | School/College | Board/University |
| Computer Programming | **1997** | **AMA Computer Learning Center** | **Oriental Mindoro, Philippines** |

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| Personal Details |

Date of Birth: 28th May 1979

Nationality: Filipino

Marital status: Single

Languages Known: English, Tagalog

**VISA TYPE: Visit Visa (Expired on March 21,2017)**

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|  Character Reference |

Can be provided upon request.