

Contact HR Consultant for CV No: 339870

E-mail: [response@gulfjobseekers.com](mailto:response@gulfjobseekers.com)

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**OBJECTIVES**

Seeking a challenging career that utilizes my skills in my area of competence and enriches my knowledge, and gives me a chance to be a part of a team that contributes towards the growth of the organization.

**QUALIFICATION, SKILLS AND QUALITIES**

* Office productivity tools like Microsoft Office, Software troubleshooting, wide knowledge in POS.
* Proficient in English communication and customer service.
* Customer service skills – excellent communication skills and professional work ethic.
* Multi -tasking capability, sales and marketing skills,
* Can take and execute instruction very well and has a very strong work ethics.
* Trust worthy, Honest, Goal- oriented, Team player, Able to prioritize workload independently.
* Responsible, ,Self –Motivated, Can work under stress and pressure to meet strict deadlines.

**WORK EXPERIENCE**

**Little VinVin Food Corporation,**

**NINOY AQUINO INTERNATIONAL AIRPORT Philippines**

*February 2015 – October 2016*

*Cashier/Waitress*

* Politely greet customers entering the establishment and make them comfortable.
* Learn menu items and be able to describe them appropriately to guest.
* Take beverage and food orders.
* Deliver beverages and food in a timely manner.
* Prepare or served hot or cold beverages and food, such as sandwiches, coffee or teas.
* Describe menu items to customers or suggest products that might appeal to them.
* Order, receive, or stock suppliers or retail products.
* Answer customer questions and provide information procedures or policies
* Resolve customer complaints
* Provide customers with product details, such as coffee blend or preparation descriptions.
* Receive and process customer payments. Ensure add on sale to increase sales
* To provide the customer with friendly, accurate and fast service.
* Attends to customer needs and keep the store cleanliness, impressively clean.
* Consistent Customer relation and gives immediate feedback on concerns to the management team.
* Follows management direction and observe store policies
* Handle customer complaints professionally and forward main issues to the store manager for suitable solution.
* Delivering 100% customer satisfaction.

**SM Mega Mall**

**EDSA Branch, Philippines**

July 2014 - January 2015.

Sales Associates/cashier

* Welcome and politely greet customers entering the establishment and make them comfortable and offer immediate assistance
* Ensure high quality of customer satisfaction through the excellent sales service
* Provide excellent customer service.
* Advise customer on latest trends
* Actively seek to maintain and improve store retail standards on selling floor, service areas and stockroom.
* Recommend and demonstrate a solid knowledge of brands and product.
* Fully follow operating procedures, and provide customer with complete service and an enjoyable shopping experience to maximize sales.
* Attends workshops and seminars on new product lines.
* Keeps management informed by submitting activity and results reports, such as daily reports, weekly plans, and monthly and annual analyses.
* Refill stock shelves and display counters.
* Assist and prepare customer orders efficiently to increase sales
* Resolve customer complaints

**KFC OR KENTUCKY FRIED CHICKEN,**

**Pasay city, Philippines**

***May 2013 – June 2014***

***Cashier/Waitress***:

**Sultan Kudarat Electric Cooperative, Inc.**

**Tacurong Sultan kudarat Philippines**

**January 2012 – December 2012**

**Office Assistance**

* Answer phones and transfer to the appropriate staff member
* Greet clients and direct them to the right staff member
* Maintain clean and organize office filing and storage systems
* Monitor incoming emails and answer or forward as required prepare outgoing mail for distribution
* Ensure office equipment is properly maintained and serviced
* Resolve costumer complaints in person or thru phone call

**ACADEMIC BACKGROUND**

**Diploma in Information Technology**

**Notre Dame of Tacurong College, Philippines**

**June 2011 – March 2013**

**PERSONAL INFORMATION**

Date of birth December 13, 1989

Age 27

Nationality Filipino

Language Spoken English, Tagalog

Visa Status Visit Visa