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**Efrelyn**

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**Career Objective:**

To seek challenging assignment and responsibility, with an opportunity for growth and career advancement as successful achievements.

**Education**:

* Bachelor of Science in Nursing

Filamer Christian University ( Roxas City ,Philippines)

Graduate (2004-2008).

**Professional Experience:**

**Position: Sales Executive**

**Company: Qaser Al Dewaneyh/Balqees (Dubai).**

**Duration: Jan 2015 to Feb 2017.**

**Duties and Responsiblities :**

* Welcome and advise customers.
* Increase sales with excellent customer service levels and develop good relationships with regular customers.
* Responsible dealing with customer complaints and answering queries from customers.
* Keeping the store tidy and clean.
* Being responsible for processing cash and card payments.
* Receiving and storing the delivery of large amounts of stock.
* Reporting discrepancies and problems to the supervisor.

**Position: Cashier/Administrative**

**Company: Sushi Counter Restaurant LLC**

**Duration: Feb 2014 to Dec 2014**

**Duties and Responsiblities:**

* Receive payment by cash, check, credit cards and vouchers.
* Issue receipts, refunds, credits, or change due to customer.
* Assist customers by providing information and resolving their complaints.
* Count money in cash drawer at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
* Establish or identify prices of goods, services or admission, and tabulate bills.
* Answer customer’s questions and provide information on procedures or policies.
* Calculate total payments received during a time period, and reconcile this with total sales.
* Process merchandise returns and exchanges.
* Monitor checkout stations to ensure that they have adequate cash available and that they are staffed appropriately.
* Compute and record total of transactions.
* Compile and maintain non-monetary reports and records.
* Keep periodic balance sheets of amounts and number of transactions.
* Making daily sales reports and sending emails after all reporting done.

**Position: Airline Ticketing Agent**

**Company: JONAR RESOURCES / KAPIS TRAVELS**

**Duration: Dec 2011 to Dec 2013**

**Duties and Responsiblities :**

* Offers online tickets in various airlines such as **CEBU PACIFIC AIR &PHILIPPINE AIRLINES.**
* Made reservation s in **ABACUS , SKYSPEED SYSTEM** and online bookings.
* Provides frontline customer service and responsible for assisting passengers with their travel needs
* Greet and assist all customers in a prompt, friendly and courteous manner.
* Assist passengers for reservations, seat assignment, answer inquiries about flight schedules and fares, figures fares and handles payments.
* Deals in planning schedule for the customer, helping them reach their destination via the best route and at the lowest cost.
* Assisting special needs passengers, resolve customer complaints and other duties as delegated.
* Perform Administrative duties related to position.

**Position: Cosmetics Sales Representative**

**Company: Avon Products/Retails and Wholesales**

**Duration: January 2008 to December 2013**

**Duties and Responsibilities:**

* Conduct product demonstrations to generate an interest in beauty items among customers and retailers.
* Responsible for promoting and selling beauty and cosmetic products to customers.
* Determining customer needs and buying potential.
* Developing customer relations by educating the customers about a cosmetic company’s services, products and prices.
* Preparing transaction reports and maintaining expense accounts and working effectively to expand customer base.

**Language Skills:**

* Hiligaynon, Tagalog :Native Languages
* English: Fluent (written and oral).

**Personal Skills :**

* Excellent communication skills ) oral and written).
* Quick learner and flexible able to adapt with difficult situations.
* Follow the rules and achieve all the targets.
* Able to work efficiently under pressure with minimal supervision.
* Dealing with multiple nationalities by respect, professionalism and commitments to business ethics and positive attitude.
* Administrative Writing Skills.

**Computer Skills:**

* MS Word, Excel and Outlook.
* Windows (XP, 7and8) and internet.

**Personal Information:**

* Date of Birth: 13 Jan 1988
* Nationality : Filipino
* Marital Status :Single
* Visa Status: Employment

References available upon request