**CARMELA**

[**CARMELA.358919@2freemail.com**](mailto:CARMELA.358919@2freemail.com)

**JOB OBJECTIVE**

To join a company that provides employees opportunities for personal development, performance recognition, teamwork, and a commitment to the highest standard of service.

**WORK EXPERIENCE**

**Almaya Supermarket** Clover Bay, Business Bay, Burj Dubai,

United Arab Emirates

**Cashier**(February 25, 2013 to February 21, 2017)

*Duties and Responsibilities*

* Accepts cash or bank cards for payment; completes bank card transactions according to established procedure
* Counts money, gives change and issues receipt for funds received
* Calculates discounts or references; requests customer identification for certain discounts and receipts as required
* Maintains sufficient amounts of change in cash drawer
* Balances cash drawer and receipts; documents discrepancies
* Trains new cashiers
* Assists customers in locating specific items

**Customer Service Representative**

*Duties and Responsibilities*

* Deal directly with customers either by telephone or face-to-face
* Respond promptly to customer inquiries
* Handle and resolve customer complaints
* Provide pricing and delivery information
* Keep records of customer transactions
* Process orders

**Inner City Development Cooperative** Block-1 Lot-5 Cabalata Street, Brgy. Tatalon,

Quezon City, 1113, Philippines

**Data Encoder**(February 15, 2008 to February 15, 2013)

*Duties and Responsibilities*

* Input data including lists, numbers, text
* Code and abstract records, documents and other data sheets in a timely manner
* Verify and review the entries once encoded for utmost reliability
* Make sure that data encoded are accurate and true

**Bank Teller**

*Duties and Responsibilities*

* Receive and count working cash at beginning of shift
* Identify customers, validate and cash checks
* Accept cash and checks for deposit and check accuracy of deposit slip
* Process cash withdrawals
* Receive and verify savings and loan payments
* Record all transactions promptly, accurately and in compliance with bank procedures
* Balance cash in cash drawer at end of each shift
* Attempt to resolve issues and problems with customer’s accounts
* Explain, advise on and promote bank products and services to customers

**Bayan Telecommunication Inc.** 234 Roosevelt Avenue, San Francisco Del

+63-2-4493601/+63-9218211846 Monte, Quezon City, 1105, Philippines

**Technical Support Representative** (May 05, 2007 to October 05, 2007)

*Duties and Responsibilities*

* Balance Inquiry (BLAST Prepaid Internet Card)
* Troubleshooting Dial-up Networking Errors
* Assist the subscriber how to make a dialer configuration (Windows 95/98, Windows ME, Windows 2000, Windows XP, Windows Vista, etc.)

**SPECIAL SKILLS AND QUALIFICATIONS**

* Fast learner, capable of working under minimum supervision and can work under pressure
* Knowledgeable in Microsoft Office and Excel applications
* Flexible and Hardworking
* Skill in handling and counting cash
* Skill in communications in public

**PERSONAL BACKGROUND**

Date of Birth: December 02, 1984

Place of Birth: Brgy. Uddiawan, Solano, Nueva Vizcaya

Age: 32 yrs. old

Civil Status: Single

Nationality: Filipino

Religion: Catholic

Sex: Female

Height: 5'1"

Weight: 50 kgs.

Dialect Spoken: Filipino, English, Ilocano

**EDUCATIONAL BACKGROUND**

*TERTIARY EDUCATION*

**UNIVERSITY OF THE EAST**

Samson Road, Caloocan City, Metro Manila

*Bachelor of Science in Electronics and Communications Engineering*

Date Graduated: April 15, 2007

*SECONDARY EDUCATION*

**DOÑA JOSEFA JARA MARTINEZ HIGH SCHOOL**

Victory St. Tatalon, Quezon City

Date Graduated: March 26, 2002

*PRIMARY EDUCATION*

**TATALON ELEMENTARY SCHOOL**

Victory St. Tatalon, Quezon City

Date Graduated: March 20, 1998