**Emerissa**

**Emerissa.364105@2freemail.com**

**PERSONAL-PROFILE**

* Date of Birth: May, 28, 1992
* Gender: Female
* Nationality: Filipino
* Visa Status: Cancellation Visa

**CAREER OBJECTIVES**

* To enhance my working capacities, professional skills, business Efficiencies and to serve my organization in best possible way with sheer determination and commitment.

**SUMMARY OF QUALIFICATIONS**

* Customer Service and Relation Detail Oriented and Organized
* Coast Efficiency and Streamlining Training and Delegating

**PROFESSIONAL EXPERIENCE**

Majid Al Futtaim Hypermarket LLC

Carrefour| 2years, Dubai, UAE

Cashier Associate

Responsibilities:

* Receive payment by cash, check, credit cards, vouchers, or automatic debits.
* Issue receipts, refunds, credits, or change due to customers.
* Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
* Greet customers entering establishments.
* Maintain clean and orderly checkout areas.
* Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners.
* Issue trading stamps, and redeem food stamps and coupons.
* Resolve customer complaints.
* Answer customer’s questions, and provide information on procedures or policies.

**World Business Network Inc.**

2F COCOFED Bldg., 144 Amorsolo St., Legazpi Village., Makati City Philippines

Customer Service Representative | 6 Months Manila, Philippines

Responsibilities:

* Attracts potential customers by answering product and service questions; suggesting information about other products and services.
* Maintains customer records by updating account information.
* Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.

**Watsons (Health and Beauty Products)**

SM CITY MANILA BRANCH

Conception cor. Arroceros & San Marcelino St. Metro Manila, Philippines

Promoter | 7 Months

Responsibilities:

* Demonstrate and provide information on promoted products/services.
* Create a positive image and lead consumers to use it.
* Distribute product samples, brochures, flyers etc. to source new sales opportunities.

**AREA OF EXPERTISE**

* Cash Management
* Stock Management
* Visual Merchandising
* Checking Deliveries
* Customer Interaction
* Giving Productive advice
* Health and Safety procedure

**EDUCATION**

Leyte Normal University, Tacloban City, Philippines

Bachelor of Science in Hotel and Restaurant Management

(Major in Hotel and Restaurant Management) | 4 Years

**LEADERSHIP TRAINING**

Career Opportunity in the Hospitality Industry

HRM 11 - Event Management | July 5, 2012

OCTA CONSULTANCY SERVICES, AN ORIENTATION SEMINAR ON PROFESSIONAL

Development and Property Management System

Leyte Park Hotel and Resort | February 21, 2010

**LANGUAGE**

**Filipino and English**

**COMPUTER KNOWLEDGE**

* **MS Office and MS Excel**
* **Pascal**

**DECLARATION**

 **I hereby certify that above information is true and correct to the best of my knowledge and belief.**