**SUSARAH G. GERONDIO**

MarkerDubai, UAE

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**OBJECTIVES:**

* To contribute to the growth and progress of your company that values your vision and mission while developing my own skills and talents.
* To become an excellentand effective participant in the delivery of quality service to guests/customers in your company.

**WORKING EXPERIENCE:**

* **ASTER PHARMACY**
* **Health Advisor/Sales Promoter**
* **June 18, 2017 – PRESENT**
* **Aster Alfa Pharmacy Al Qusais**

**Responsibilities :**

* Welcome and greet the customers or clients as they enter the pharmacy.
* Providing exceptional customer service, a friendly customer service that helped retain customers despite fierce competition in the industry.
* Getting prescription from the patients and give them a token number.
* Answer calls professionally to provide information about products and services.
* Helping customer for their needs, or problems about in their health, do suggestive selling to increase the sales.
* Inform customer of deals and promotions.
* Billing the non-pharma items.
* Billing home delivery products.
* Removing near expiry items from gondola, 6 months from the expiry date and three months from the expiry date will send back to warehouse.
* **Checking new deliver products, and put in the shelves.**
* And thanking customers for their continuous patronage.
* **MERCURY DRUG CORP.**
  + **Pharmacy Assistant**
  + **July 8, 2013 to October 31, 2016**
  + **223 Pasay Taft Gil Puyat**

**Responsibilities:**

* Received written prescription or refill request to verify that information is complete and accurate.
* Serves customer fast, accurate, convenient, informative and personalized service following the Dispensing Guidelines, service & selling standards.
* Maintained proper storage and security conditions for drugs.
* Provide excellent customer service. By helping the customer or patient for their needs or problem about in their health
* Answers telephone calls, providing general information, and routing other calls to appropriate party.
* Takes inventory of medicine on hand and records results.
* Maintains pharmacy inventory by checking pharmaceutical stock to determine inventory level. As well as removing the near expiry items.
* Maintains a safe and clean pharmacy by complying with procedures, rules, and regulations. Achieving individual monthly quota.

And thanking customers for their continuous patronage.

* **SANFORD MARKETING CORPORATION**
* Cashier
* September 3, 2012 to January 30, 2013
* D&E bldg. Plaza Naning,Poblacion,Baliuag,Bulacan

**Responsibilities:**

* Welcome and greet the customers as they enter the supermarket.
* Greet the customer with a smile.
* Scan all customers purchases, and put in plastic bag.
* Give total, receipt and give exact change.
* And thanking customers for their continuous patronage.
* **MCDONALDS**
  + Cashier/Service Crew
  + May 17, 2010 to November 10, 2010
  + Plaza Naning, Poblacion,Baliuag, Bulacan

**Responsibilities:**

* Welcome and greet the customers as they enter the restaurant.
* Greet the customer with a smile.
* Getting customers order, do suggestive selling to increase the sales.
* Arrange customers order, givereceiptand exact change.
* Cooking French fries
* Maintain cleanliness in the selling area.
* And thanking customers for their continuous patronage.

**ON-THE-JOB TRAINING:**

* **OCEANLINK INSTITUTE**
  + Actual Shipboard Training Onboard M/V Superferry 20
  + 12th day of February 2012 to 20th day of February 2012
  + Ermita, Manila, Philippines
* **GALILEE MANSION AND GARDEN RESORT**
* The Hidden Paradise
* 19th day of November 2011 to 31st of December 2011
* Gen. Alejo Santos Hi-way San Pedro Bustos Bulacan

**PERSONAL PROFILE:**

Date of birth :

Place of birth :

Civil Status :

Age :

Gender :

Religion :

Weight :

Height :

Citizenship :

December 10. 1991

Candaba, Pampanga

Single

26 yrs. old

Female

Catholic

45 kilos

5’3”

Filipino

**EDUCATIONAL ATTAINMENT:**

**COLLEGE**  : S.T.I (System and Technology Institute)

Baliuag, Bulacan

**Course**  : 4 yrs BSHRM

Bachelor of Science in

Hotel and Restaurant Management

2008-2012

**TESDA :** Technical Education and skills Development

Authority (TESDA)

Finishing Course for Call Center Agent NC II

100 hours

**STRENGHTS/SKILLS:**

* Good Communication Skills
* Computer Literate
* Very good Customer Service
* Multitasking
* Flexible
* Fast learner
* Hard Working
* Trustworthy

**SEMINAR ATTENDED:**

* **CONTINUING EDUCATION FOR PHARMACY ASSIST. II**

Building the trust excellent customer service # 42

Held at EJQ Building Mandaluyong City

1st of July 2014

* **TRAINING FOR DIABETES**

Held at Aster PHQ Bur Dubai

7th of December 2017

* **TRAINING FOR UTI & CANDIDIASIS**

Held at Aster PHQ Bur Dubai

12th of September 2017

* **HOSPITALITY AND TOURISM CONFERENCE**

Entitled “Modernized Global Trends for Better Opportunities”

Help at Stotsenberg HotelClarkfield Pampanga

24th day of August 2010

**CHARACTER REFFERENCES:**

* Ms. Mary Ann Capa

Assist. Unit Incharge at Aster Alfa Pharmacy

Al Qusais Dubai

Mobile#: 0558334798

* Ms. Lorna Pakaliwangan

Manager of Mercury Drug

Pasay BlueBay Walk Philippines

Mobile#: 09178632156

* Mr. LitoMangampo

Accountant at Unikai Foods PJSC

Al Quoz Dubai Arab Emirates

Mobile#: 0501265080

I hereby certify that the above information’s are true and correct to the best of my knowledge and belief.

**SUSARAH G. GERONDIO**

Applicant’s Signature