# ANGELICA

**Email:** **angelica-394590@2freemail.com**

**OBJECTIVES:**

To work in a place where, I can enhance my abilities while sharing my knowledge and skills as a responsible employee in the workplace with my co-workers in a good and competitive company.

# WORKING EXPERIENCE:

**Secretary Admin Receptionist cum Sales Executive**

General Trading

Deira Dubai, UAE

October 2017- October 2019

Duties and Responsibilities:

Provide accurate information.

Shipping goods. Import and export to local and international. Conduct price and feature comparisons to facilitate purchasing. Preparing quotation and issuing invoices.

Handling external or internal management systems Sorting and distributing incoming and outgoing files Managing administrative works

Organizing, arranging and coordinate meetings Maintaining a clean and enjoyable working environment

Coordinate with the sales team by managing schedules, filing important documents and communicating relevant information

Ensuring the adequacy of sales-related equipment or material

**Customer Service Representative cum Cashier**

Pangasinan Philippines

Period of Employment: 16 November 2015-15 May 2017

**Duties and Responsibilities:**

Promote travel services.

Enter and update customer’s transactions to record and issue computer generated receipts Received payment by cash or by credit transaction

Maintaining accurate and up to date customer information records.

Balance currency, coin, and checks in cash drawers at ends of shifts, and calculate daily transactions using computers, calculators, or adding machines.

Identify transaction mistakes when debits and credits do not balance.

Managing and releasing large amount of cash.

Handle customer complaints, provide appropriate solutions and alternatives within the time limits, and follow up to ensure resolution.

Dealing with telephone inquiries and emails

Provide information about life insurances products and services Generating sales lead

Responsible on cash vault and cash on hand and sorting foreign currency

Keep records of customer interactions, process customer accounts and file documents

Ability to multi-task, prioritize, and manage time effectively

**Cashier cum Sales Representative**

CITY MALL

*Pangasinan- Philippines*

*Period of Employment: May 2015 -October 2015*

**Duties and Responsibilities:**

Manning the cash register and handling cash transactions with customers Receiving payment by cash or by credit transactions.

Issue receipts and refunds fund

Counting of floating cash at the beginning of the shift. Counting of cash sales and card sales after close shift. Processing of gift checks and coupons

Make sales referrals, cross-sell products and introduce new ones Resolve customer complaints by providing relevant information. Greet customers when entering or leaving establishments Maintain clean and tidy checkout areas

Keep reports of transactions Bag, box or wrap packages

Pleasantly deal with customers to ensure satisfaction

Basic PC knowledge and familiarity with electronic equipment (e.g. cash register, scanners, money counters etc.)

Effective communication and time management skills Customer satisfaction-oriented

Attention to detail and mathematical skills

**EDUCATION:**

Bachelor of Science in Business Administration Major in Financial Management

**University of Pangasinan 2015 Graduate**

**SKILLS:**

Computer Literate

Knowledgeable/Expert in Microsoft Excel, Microsoft Word and PowerPoint SAP Business one

Skilled in generating reports Customer Service

**PERSONAL DETAILS:**

Date of Birth : June 26, 1995

Age : 24

Sex : Female

Civil Status : Single

Religion : Roman Catholic

Citizenship : Filipino

Visa Status : Employment visa

**REFERENCES:** to be provided upon request.