MARIA

MARIA.368721@2freemail.com

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| **OBJECTIVE** |

* To work for a company where my experience will be used and improved and be an asset to the company with an opportunity to grow and develop.

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| **SUMMARY OF QUALIFICATION** |

* Can work under minimum supervision
* Has high degree of initiative, flexibility and resourcefulness
* Excellent organizational skills
* Able to manage work under pressure
* Team player and works productively and professionally
* Results-oriented and has a positive disposition towards work
* Observant of ethical standards in the work place
* Can easily learn, willing to be trained and possesses enough self confidence
* Knowledgeable in MS Office Applications (Word, Excel, PowerPoint, Outlook) internet and social media

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| **PROFESSIONAL EXPERIENCE** |

**April 2015 – April 2017 – DAY TO DAY GENERAL TRADING – DUBAI, UAE**

*Cashier / Customer Service Representative*

**Duties and Responsibilities:**

* Greet customers as they arrive in the store.
* Respond to customers’ complaints or queries and resolve their issues.
* Take payment in exchange of items sold.
* Receive payment by cash, check, credit cards, vouchers, or automatic debits.
* Bag purchased items.
* Identify prices of goods using memory or scanner.
* Enter transactions in the cash register and provide customers with the total bill.
* Sort and count currency and coins.
* Issue receipts and 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.
* Process exchanges and refunds.
* Ensure that checkout counter has enough cash.
* Process credit card and check payments.
* Perform the duties of customer service representative when required.
* Assist in stocking shelves and marking prices.
* Resolve customer complaints in a proactive manner, guide them and provide relevant information.
* Make sales referrals, cross-sell products and introduce new ones.
* Pleasantly deal with customers to ensure satisfaction.
* Train other staff members to work as cashier.
* Maintain clean and orderly checkout areas.

**August 2013 – December 2014 – HUG INTERNATIONAL ELECTRONICS CORPORATION – MANILA, PHILIPPINES**

*Technician/Sales Assistant*

**Duties and Responsibilities:**

* Greet customers who enter the shop.
* Involved in stock control and management.
* Assist shoppers to find the products they are looking for.
* Stock shelves with merchandise.
* Answer queries from customers.
* Report discrepancies and problems to the supervisor.
* Give advice and guidance on product selection to customers.
* Responsible in dealing with customer complaints.
* Work within established guidelines, particularly with brands.
* Attach price tags to merchandise on the shop floor.
* Responsible for security within the store and being on the look-out for shoplifters
* Keep up to date with special promotions and putting up displays.

**June 2011 – July 2013 – QUICK DELIVERY SOLUTIONS – MAKATI CITY, PHILIPPINES**

*Customer Care Representative*

**Duties and Responsibilities:**

* Greet customers/callers courteously over the phone and provides personalized customer service which meets or exceeds client’s time and quality expectations
* Take orders and inform customers of new deals and upsizing options
* Repeat the order to the caller to ensure it is correctly filled
* Process the order by sending fax/email order information to food chains/restaurants
* Answer other queries such as service time
* Make sure order is acknowledged by the food chain/restaurant and coordinate with the rider/delivery boy to ensure food is delivered well on time advised.

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| **EDUCATIONAL ATTAINMENT / SKILLS** |

**College :** **Electronics and Communication Technology** 2007 - 2010

Rizal Technological University

Metro Manila, Philippines

 **Electronics and Communication Engineering** 2005 - 2007

Rizal Technological University

Metro Manila, Philippines

**High School :** **Immaculate Heart of Mary School** 2001 -2005

 Laguna, Philippines

**Training :** **Quality Control / Technician** 2009 - 2010

 Comtech Solutions Inc.

Metro Manila, Philippines

**Seminars : Global Positioning System** 18-Jul-2009

**Attended** Rizal Technological University

 **Amateur Radio Orientation** 26-Aug-2009

Philippine Amateur Radio League Inc.

Rizal Technological University

**Skills :** Knowledgeable in MS Office Applications (MS Word, MS Excel, PowerPoint, Outlook,

etc., Internet and Social Media)

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| **PERSONAL INFORMATION** |

**Nationality :** Filipino **Date of Birth :** 30-Nov-1988

**Visa Status :** Visit Visa **Civil Status :** Single

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