



# RODEL DE JESUS PASCUAL

Retail Operations Coordinator, Customer  
Experience Specialist, Teller, Data Entry  
Operator

## ABOUT ME

Enthusiastic customer service professional with 10 years of experience in client-facing roles. Skilled communicator and listener with a knack for remedying conflict which allow for the effective delivery of outstanding service. Seeking a challenging and rewarding role that will allow for career advancement and growth.

## PROFESSIONAL SKILLS

- Exceptional Customer Service
- Excellent Communication Skills
- Detail-oriented
- Multitasking
- Results Oriented
- Good Computer Literacy  
MS Office & Outlook
- Conflict Resolution
- Ability to work under pressure
- Ability to Work in a Fast-Paced Environment

## CONTACT DETAILS

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Address: Al Nahda, Sharjah, UAE

## PERSONAL INFORMATION

Date of Birth: May 23, 1990

Gender: Male

Nationality: Filipino

Marital Status: Single

Visa Status: Cancelled Visa

## WORK HISTORY

### RETAIL OPERATIONS COORDINATOR

***Al Douri Group, February 2023 - April 2023***

- Prepare LPOs, chase and process order confirmations to ensure 100% purchase order accuracy prior to delivery.
- Coordinate order tracking and order management, prepare promotions, labels and barcodes printing.
- Verifies entered data by reviewing for deficiencies or errors, correcting, deleting, or re-entering data.
- Compares the cost price of the delivered items from the previous LPO and do the necessary price update request for any discrepancies.
- Prepare delivery notes, petty cash reimbursement, and order for stationery needed in the store.

### DATA PROCESSOR CUM SHIFT IN CHARGE

***Unilabs Middle East LLC, February 2021 - December 2022***

#### **SHIFT IN CHARGE**

- Oversee business operations, delegate tasks, resolve problems, and make sure that everything goes smoothly for everyone during a given work shift, including stocking inventory.
- Disseminate information to the staff given by the Site Leader/management.
- Maximizing customer satisfaction through handling requests or complaints and providing sufficient information.
- Address complaints to the concerned department and provide viable solutions to the patients.
- Tally sales of the day, generate reports and submit it to the designated department in the hospital.

#### **DATA PROCESSOR**

- Perform registration of patients, payment collection, barcoding, labeling samples, and accurate completion of assigned duties under the supervision of a Project Manager or a Site Leader.

### TELLER / CUSTOMER EXPERIENCE SPECIALIST / SALES CONSULTANT

***Wall Street Exchange Centre LLC, April 2017 - May 2020***

- Performed all counter transactions accurately while ensuring that all activities are done within timescales and adhered to the company's policies and standard operating procedures and in compliance with the Central Bank's AML Regulations.
- Managed and handled cash/cheque transactions over the counter with a high degree of accuracy.
- Achieved the individual target given by the branch manager as well as contributed to the team achieving the monthly/annual branch target given by the management.
- Maximized customer satisfaction by responding to customer queries promptly and providing adequate information.

- Arranged and prepared cash for funding (local currency & foreign currencies).
- Counted cash bundles with accuracy and efficiency.
- Took initiative to cross-sell the company's products and services, and contributed in increasing the revenue.
- Increased the number of prospects and lead them as possible customers by performing marketing activities with the marketing executive to promote and give awareness of the products and services of the company.

## **SUPERVISOR**

**UAE Exchange Centre LLC, February 2016 - April 2017**

- Assisted and guided the tellers, authorized transactions that require approval, and performed teller duties as needed.
- Ensured that at the end of each day's transactions all tills must be accurately balanced and any discrepancies are investigated that same day and must be reported to the Branch Manager.
- Provided assistance to customers with their needs while delivering excellent customer service to resolve their queries and meet their expectations.
- Kept the daily operations adhere to the company's policies and procedures and in compliance with the Central Bank's AML Regulations.
- Carried out an enhanced due diligence on high value transactions and took action for any discrepancies found.
- Assisted cashiers in verifying and sorting the cash for funding.
- Performed lobby staff duties in the absence of lobby staff.

## **CUSTOMER SERVICE OFFICER / CASHIER**

**UAE Exchange Centre LLC, February 2012 - January 2016**

- Processed all counter transactions accurately while ensuring all activities are being done within timescales and adhered to the company's policies and standard operating procedures and in compliance with the Central Bank's AML Regulations.
- Ensured full knowledge and compliance with the Central Bank's AML Regulations and with immediate reporting to the Manager/Supervisor of any grounds for suspicion, including suspected frauds and counterfeits.
- Responded to customer inquiries and resolve customer complaints.
- Arranged and prepared cash for funding (local currency & foreign currencies).
- Counted cash bundles with accuracy and efficiency.
- Cross-sell the company's products and services.

## **OFFICE ASSISTANT**

**Municipality of Laoag City, April - May, 2008 & April - May, 2009**

- Greeted and assisted clients as they enter the office prior to their needs.
- Answered telephone calls and transfer to the concerned person or department.
- Performed filing, data management, encoding and printing documents, prepared payroll, arranged business letters, and delivered documents to the designated department.
- Assisted with all other office administrative duties and ensured the cleanliness and orderliness of the office.

## **TRAININGS ATTENDED**

**EXCEL BASICS [2020] + ADVANCED EXCEL 2019 & OFFICE 365, November 2020**

**PROJECT C4: COACHING FOR CALL CENTER CAREER, September 2010**

## **EDUCATION**

### **FILIPINO INSTITUTE**

**Accounting Professional Diploma, August 2021- March 2022**

### **MARIANO MARCOS STATE UNIVERSITY**

**Bachelor of Science in Computer Engineering, June 2006 - April 2011**