

# FE PRESENTE PALANAS



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Madinat Zayed, Abu Dhabi City  
United Arab Emirates

## CAREER OBJECTIVE

A flawless in the execution of my duties, and has a proven ability to manage my work under pressure. I am committed to achieving great results in the work that I do and is more than able to work independently and proactively when managing competing priorities.

## SKILLS

- Sufficient in Outlook, Navision, Microsoft word and Excel
- Good interpersonal skills
- Good knowledge of customer relations
- Good conflict resolution skills
- Ability to multitask
- Ability to work in a team
- Have good sense of judgment
- Good managerial skills.

## EDUCATION

**Bachelor of Science in Hotel Restaurant Management**

• 2003-2007

## TRAINING | CERTIFICATE

- Customer Service, Delivery between logistic operation, Tax free refund
- 2018-Employee of the year

## PERSONAL DATA

**Birthday:** February 15, 1984

**Gender:** Female

**Nationality:** Filipino

**Marital Status:** Single

**Language known:** English and Tagalog

## WORK EXPERIENCES

**Senior Customer Service Representative | Cashier**  
**HOMES R US | LALS GROUP, ABU DHABI, UNITED ARAB EMIRATES**  
**2016 - 2023**

- Providing quotations and preparing Invoices to customers.
- Monitors and maintains current inventory levels with the help of inventory controller.
- Builds and maintain business relationship with clients by providing prompt and accurate service so as to promote customer loyalty.
- Serves customers by selling products and meeting customer needs.
- Assist management in ensuring performance goals are met.
- Followed up customer complaint to maintain high standard of customer service
- Resolves customer complaints by investigating problems, developing solutions, preparing reports, and making recommendations to management.
- Monitoring daily delivery invoices and communicating with logistic operations
- Keep record of customer interaction and transaction
- Sending report and filing documents every week
- Navigated multiple systems and applications and utilized search tools to find information
- Issuing refund, credit or exchange- speed in all types of transaction
- Mentoring junior team members and provide training on best practices.

**Customer Service Representative | Cashier**  
**EMKE GROUP | LULU HYPERMARKET LLC, ABU DHABI, U.A.E** | **2012 - 2016**

- Operating scanners, scales, cash registers, and other electronics.
- Accepting payments, ensuring all prices and quantities are accurate and proving a receipt to every customer.
- Responsible for managing a whole lot of incoming and outgoing calls
- Build long-lasting relationships with customers
- Make use of available opportunity to sell or advertise products to customers
- Identify the needs of various customers, clarify information, embark on necessary research, and provide lasting solutions to customer's problems
- Route calls to the appropriate channel
- Move complex issues or complaints to supervisors

**OIC | Pharmacy Assistant | Cashier**  
**WATSONS PERSONAL CARE STORE, PHILIPPINES** | **2009 - 2012**

- Taking inventory of all medication and pharmaceutical supplies.
- Processing sales transactions for medications and other pharmaceutical supplies.
- Directing all questions relating to prescriptions, health matters, or medications to the pharmacist.
- Answering all incoming telephone calls in a professional manner.
- Restocking shelves with medications and other pharmaceutical supplies.