



ABIGAIL AGAPITO CALLUENG

Dubai, U.A.E

abigail.callueng22@gmail.com

+971505457646

22 August 1994

OBJECTIVE

To obtain a position that will utilize, enhance, and expand knowledge, skills, and abilities; offer opportunities to learn and acquire new skills; and promote personal and professional growth.

SKILLS

Administration, Customer Service, Employee relations, Coordination, Hospitality, Cash Handling, Computer Literate, Food & Beverages.

LANGUAGE

English (Fluent read & write) Tagalog (Fluent read & write)

EXPERIENCE

Redha Al Ansari Exchange - UAE

June 2021 - July 14, 2023

Teller/Cashier

- Responsible for operating equipment to receive and transfer funds.
- Accurate applying all remittance to the various customer accounts and remittance advice.
- Includes working in a multi skilled position across different types of fund transfer.
- Input and verify confidential data to process.
- Research any problem and solutions pertaining to wire transfers.
- Assist branch with Administrative functions such as answering inbound calls, transfer calls, filling documents and send e-mails and reports.
- Managing cash & cheque transactions at the clerical counter and ensure delivery of quality service to customers while adhering to operational controls.
- Building and maintaining customer relationships to increase customer loyalty.
- Handling cash and card payments from customers and maintaining accurate records of transactions.
- Ensuring that all branch transactions are performed in line with UAE Central Bank guidelines and other regulatory requirements.

Penny's Café & Restaurant – OMAN

June 2019 - Dec 2019

Cashier/Sales

- Maintaining a professional and positive attitude towards customers, while promoting our products.
- Building and maintaining customer relationships to increase customer loyalty.
- Handling cash and card payments from customers and maintaining accurate records of transactions.
- Generating reports for Debit & Credit Sales.

DM Residente Hotel – Philippines

August 2014 - April 2016

Receptionist

- Greet guests as they arrive and ask if guests have a prior booking.
- Handle guests check-in and check-outs appropriately.
- To have thorough knowledge of all guest room & suites, their location rates & amenities, be familiar with all hotel standards, facilities, services, events & promotions.
- Responsible for accurate and efficient accounts and guest billing processes.
- To undertake general office duties, including correspondence, emails, filing and switchboard, to ensure the smooth running of the reception area.
- Dealing with guests complaints in an effective and courteous manner, providing or seeking solutions as quickly as possible.
- Assist in keeping the hotel reception area clean and tidy at all times.
- Monitor visitor access and maintain security awareness.

Cielo Café – Philippines

May 2013 - January 2014

Cashier/Barista

- Greeting customers as they enter, Prepare coffee, tea, and other beverages.
- Receive payment by cash, credit cards.
- Responsible for counting the contents of the cash register drawer at the end of each shift, Maintaining receipts, records.
- Generating reports for Debit & Credit Sales.
- Proper cash handover and cash deposit.
- Maintaining a clean and tidy workplace.
- Ensuring a hygienic environment for customers.
- Preparing daily, weekly & monthly forecasts reports.
- Providing excellent customer service.

EDUCATION

Systems Plus College Foundation - Angeles City, Pampanga
Hotel And Restaurant Management

2013