

SARAH JANE MALABANAN

📍 Al Nakheel, Ras Al Khaimah UAE

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OBJECTIVE

A highly motivated customer service representative and expert in cash handling transaction with over 7 years extensive experience in delivering exceptional service to customers. Seeking a position that will allow me to hone my skill set in a competitive and collaborative environment.

PROFILE

Birth date: September 4, 1991
Birthplace: Batangas, Philippines
Nationality: Filipino
Languages: Filipino, English
Passport No. P3817854B
Visa Status: Employment Visa

KEY COMPETENCIES

- ❖ Accuracy
- ❖ Detail Oriented
- ❖ Customer Service
- ❖ Communication
- ❖ Key sales and marketing
- ❖ Time management
- ❖ Computer / Technical
- ❖ Commitment to career
- ❖ Teamwork
- ❖ Multi-tasking

EDUCATION

Graduate of Bachelor of Science
in Computer Science
Cavite State University
Cavite, Philippines

CHARACTER REFERENCE

Available upon request

WORK EXPERIENCES

❖ Landmark Leisure LLC – Dubai UAE

July 2016 to Present

Position: Customer Service Representative cum Cashier

- ✓ Dealing with customers' concerns and queries, assures satisfaction with the products and services.
- ✓ Ensures safety standard are always in place by accomplishing checklists and logbooks with updated and timely reports submission.
- ✓ Able to accurately execute over the counter transactions may it be cash, card, cheque, voucher or any other payment type
- ✓ Managing rides and operates as per set standard operating procedure
- ✓ Accomplish reports such as tracking, inventory and updates on time

❖ LBC Express Inc. Philippines

January 2014 to April 2016

Position: Customer Service Associate

- ✓ Handle and resolve customer complaints by providing excellent customer service.
- ✓ Accurately process bills transaction whether cash or cheque mode of payment
- ✓ Able to identify cheque with discrepancy and perform speedy cash counting
- ✓ Issue receipts, refund and credit or change due to customers
- ✓ Thoroughly inspected packages before shipment based on the acceptance procedure
- ✓ Establish or identify prices of goods and services based on its actual weights or volume weight computation
- ✓ Make end of the day reports and secure other documents for future reference

❖ Barangay 53-A Yakal Cavite City, Philippines

October 2013 to 2016

Position: Record Keeper

- ✓ Accurately provide monthly and yearly expenses report of our community.
- ✓ Verify all ins and outs of fund allotted for a specific purpose
- ✓ Initiate and cooperate to all community activities and events for the development of the community and its' citizens
- ✓ File correspondence, cards, invoices, receipts, vouchers and other records for reference
- ✓ Secure and monitor status, appropriation of budget, commitment and balances of the entire community and make necessary report to be submitted to the accounting department of the municipality of Cavite City, Philippines.