

# Catherine G. Domingo

Karakeeb Outlet Building, Electra St., Abu Dhabi U.A.E.

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## OBJECTIVE

A highly motivated person seeking a job that would help me maximize my talent and skills to gain experience and enable me to make a positive contribution.

## EMPLOYMENT HISTORY

- **EUROPE AXIS IMMIGRATION SERVICES LLC Abu Dhabi, U.A.E. – January 18, 2022 - December 28, 2023**  
**Telesales Executive/Receptionist**
  - Updating customer details.
  - Record all calls into CRM.
  - Attending meetings with the sales team.
  - Meeting sales quotas.
  - Answer incoming calls from prospective customers.
  - Customer service.
  - Maintaining customer relationships.
  - Providing information to customers.
  - Receive and answer incoming calls.
  - Answering telephone inquiries.
  - Welcoming visitors and solving their problems.
  - Taking messages and ensuring they are passed to appropriate staff members in time.
  - Notify relevant employees when visitors arrive.
  - Maintain the office and keep all the office equipment in check, as well as order any necessary office supplies.
  
- **LE SOLIE COSMETICS LLC Abu Dhabi, U.A.E. – November 14, 2019 - November 26, 2021**  
**Stall and Market Salesperson**
  - Greet and receive customers in a welcoming manner.
  - Assist customers by helping them select products.
  - Provide customers with information about items.
  - Directs customers by escorting them to racks and counters.
  - Ring up purchases.
  - Elevate complaints to management.
  - Keeping accounts and maintaining a record of stock levels.
  - Receiving cash payments.
  
- **PAMPANGA DEVELOPMENT BANK – July 01, 2016 - June 30, 2019**  
**Window Teller**
  - Receiving the working cash for the day and counting it before the shift begins.
  - Accepting deposits of both checks and cash and validating deposit slips.
  - Processing cash withdrawals and vouchers.
  - Receiving payments for bills and loans.
  - To answer queries and assist customers with account-related issues.
  - Balancing of the checks, payments, and cash at the end of every day.  
**Bank Encoder – January 14, 2014 - June 30, 2016**
  - Bank Data Encoder includes duties such as entering data, maintaining databases and client files, managing hard copies, scanning documents, and handling other data-related tasks. Entering accurate data while following all regulations and maintaining confidentiality is all part of the job.
  - Computing interest and penalties for the borrower.
  - Keeping all the ledgers of the borrower.
  
- **CEBU PACIFIC AIRLINES – January 05, 2013 - January 05, 2014**  
**Customer Service Representative**
  - Assist customers with planning and booking reservations.
  - Answer customers' queries over the phone or via email and help them book one-way, return, and connecting flights to their desired destinations.
  - Monitoring reservations schedules, cancellations, and no-shows.
  - Answering incoming calls and giving satisfactory replies to customer inquiries and complaints.
  - Booked domestic and international flights for travelers.

- **SPI GLOBAL CRM – December 20, 2012 - December 20, 2013**  
**Call Center Representative**
  - Obtains client information by answering telephone calls and interviewing clients.
  - Verifying information.
  - Determines eligibility by comparing client information to requirements.
  - Establishes policies by entering client information and confirming pricing.
  - Informs clients by explaining procedures, answering questions, and providing information.
  - Maintains and improves quality results by adhering to standards and guidelines and recommending improved procedures.
  
- **LULU MALL Muhaisnah Dubai, U.A.E. – September 14, 2008 - September 14, 2011**  
**Scale Staff**
  - Memorized all the PLU bar codes of fruits and vegetables.
  - Checks the weigh scale and tape.
  - Distinguished all fruits and vegetables.
  - Write about the waste of fruits and vegetables.
  
- **NUEVA ECIJA UNIVERSITY OF SCIENCE & TECHNOLOGY – July 01, 2007 - September 12, 2008**  
**Front Desk/Information – President’s Office**
  - Keep the front desk tidy and presentable with all necessary material (pens, forms, paper, etc.).
  - Greet and welcome guests.
  - Answer questions and address complaints.
  - Answer all incoming calls and redirect them or keep messages.
  - Receive letters, packages, etc. and distribute them.
  - Receive checks and distribute them.
  
- **NUEVA ECIJA UNIVERSITY OF SCIENCE & TECHNOLOGY – June 01, 2006 - June 30, 2007**  
**Secretary of the Director – Literary and Cultural Development Center**
  - Answering calls, taking messages, and handling correspondence.
  - Maintaining diaries and arranging appointments.
  - Filing.
  - Organizing and servicing meetings (producing agendas and taking minutes).
  - Prioritizing Workload.
  - Acting as a receptionist and/or meeting and greeting clients.

## EDUCATIONAL BACKGROUND

### **Bachelor of Science in Secondary Education**

Nueva Ecija University of Science and Technology  
School Year 2002 - 2006  
Graduate

## SEMINARS AND TRAININGS ATTENDED

### **BANGKO SENTRAL NG PILIPINAS**

Clean Note and Coin Policy  
June 01, 2018

### **I-TECH GLOBAL BUSINESS SOLUTIONS INC.**

July 24, 2013 – August 14, 2013  
Otis Branch, Paco Manila

### **PRACTICE TEACHING**

November 29, 2005 – April 10, 2006  
Palayan City National High School, Cabanatuan City

## SUMMARY OF QUALIFICATIONS

- Computer Literate (MS Word, MS Excel).
- Good cash handling skills as well as personal information.
- Highly organized with good leadership skills.
- Proven initiative and ability to work with minimal supervision.
- Have grace under pressure.
- Able to relate well with people from different cultural backgrounds.
- Resourceful and creative in approaching tasks and resolving issues.