



PERSONAL DETAILS

DATE OF BIRTH: 29/01/94 (30y/o)
NATIONALITY: FILIPINO
STATUS: MARRIED
LONG TERM: 2 YEARS WORKED
EXPERIENCE END CONTRACT

SKILLS

- *Cash Handling and Balancing
- *Customer Service Oriented
- *Financial Transaction
- *Communication Skills
- *Filling and Documentation
- *Problem Solving
- *Time Management

LANGUAGE

- *English
- *Tagalog

INTEREST AND HOBBIES

- *Cooking and Baking
- *Community Service
- *Planting

AWARDS ACHIEVEMENT

- *Best Employee of the Month
- *Punctuality of the Month

REFERENCE

Anoop George
Manager
+971507316267

Sukumar
Supervisor
+971557031054

HARLENE BAGACINA MARAVILLLLA
Sharjah – United Arab Emirates
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OBJECTIVE

To work beyond my abilities with proper mindset to secure my career path and to develop my knowledge, skills and learned more while making a significant contribution for continuously growth and success of the company.

EXPERIENCE

CUSTOMER SERVICE EXECUTIVE / FCY CASHIER

GCC EXCHANGE 02/2022 - 04/2024 (UAE)

- Managing incoming calls and customer service inquiries, generating sales leads that develop into new customers, and identifying and assessing customers' needs to achieve satisfaction.
- Cross selling and purchasing of foreign currency on local exchange rates for retail customers based on market fluctuation; communicates rates to and directs other staff, ensuring transactions are completed (remittance, pension, and wps) and all tasks are done in an efficient manner with a high level of accuracy.
- Follow compliance procedures, company policies and abide by all health and safety guidelines as per company standards, performs administrative tasks such as filing, generating reports and maintaining mail correspondence, Provides support and information to customers, over the counter and by phone.
- Maintains a cash float and follows balancing and reconciling procedures, prepare daily end of day sheet at close of each business day.

RECEPTIONIST / SALES CUM CASHIER / CHECKER

TURK BAHARATI SHOP 03/2019 - 01/2022 (UAE)

- Greeting guest, Answering, Screening, and forwarding incoming phone calls and presenting all products to visitors / customer.
- Maintaining and keeping all the items and equipment in check as well as ordering any necessary shop supplies.
- Selling, assessing and implementing solutions in collaboration with clients' needs, receiving payments and remittance of total cash monthly, Inventory and inspection of barcode, monitoring the quality, checking the shelf life, double checking of total quantity of entire item.

OFFICE ASSISTANT

ROBINSON MALL NAGA – NAGA CITY CAM.SUR (PHILIPPINES) 07/2018 - 01/2019

- Greeting clients and visitors as needed, handling incoming and outgoing calls.
- Managing and filing daily reports, decision making based on the office request and visitors, checking and recording files visitors, overseeing clerical tasks such as sorting, printing and sending mails, taking and deliver messages,
- Keeping an inventory report, ordering new materials and supplies as needed and ensuring the office runs smoothly.

CLERK CASHIER

JSHOPPE DEPARTMENT STORE – SAN VICENTE, PILI CAM.SUR (PHILIPPINES) 06/2017 - 12/2017

- Greetings the guest, handle the phone calls, entering the cash beginning, receiving the items, scanning and checked the price from the items to system and receiving he payments, monitoring and updating the items in system, problem solving of return items to change items, changing and refilling of POS and ribbon, collecting the total sales, counting manually of daily total cash after work and remittance of daily total cash.

QUALITY ASSURANCE (Q.A) QUALITY CONTROL (Q.C) - OJT

J EMMANUEL PASTRY – HARING CANAMAN, NAGA CITY (PHILIPPINES) 04/2014 - 06/2014

- Checking the proper sanitation from the staff to the condition and maintenance of each equipment, Monitoring the quality of each product to meet the final standards by following the HACCP and HALAL, Evaluate the reports of defects to finished product and inventory the stocks to finished products, receiving supplies to finished products and keeping the data in system.

EDUCATION

TERTIARY – BACHELOR OF SCIENCE IN FOOD TECHNOLOGY

GRADUATED: DIPLOMA HOLDER WITH AUTHENTICATED RED RIBBON
Central Bicol State University of Agriculture (CBSUA)
San Jose Pili, Cam. Sur - Philippines