



HARLENE BAGACINA MARAVILLA

+971528927327

harlenebagacinamaravilla@gmail.com

Sharjah, United Arab Emirates

PERSONAL DETAILS

DATE OF BIRTH: 29/01/1994

NATIONALITY: FILIPINO

STATUS: MARRIED

HEADLINES: 5 YEARS WORKED IN UAE

SKILLS

- Customer Service Oriented
- Communication: Clear written and verbal communication
- Filing and Documentation
- Managing tasks, schedules & information
- Time Management: Prioritizing and meeting deadlines
- Cash Handling and Balancing
- Cashiering: Receiving, Securing & Remit of Cash
- Financial Transaction (Remittance, WPS, Accepting Cheque)
- Can work under pressure & Multi tasking
- Proper handling and sanitize items before proceeding in production area
- Can do basic analysis in water and in production area

INTEREST

- Quotation & Invoice making
- Paper Works & Journal Research and Study
- Fluently in Arabic & other languages
- Accountant duties
- Innovating of Products
- Doing a task that are new for me

EDUCATION

CENTRAL BICOL STATE UNIVERSITY OF AGRICULTURE
(CBSUA)
SAN JOSE PILI, CAM. SUR - PHILIPPINES

BACHELOR OF SCIENCE IN FOOD TECHNOLOGY
GRADUATED: DIPLOMA HOLDER WITH
AUTHENTICATED RED RIBBON

REFERENCE

Mr. Anoop George
Manager
+971507316267

Mr. Sukumar
Supervisor
+971557031054

SUMMARY

I have long term experience for almost 5 years at uae as financial and remittance counter staff with administrative work and customer service also as front desk and sales cum cashier background. I am a hardworking, dedicated and willing to adapt all jobs for my career growth and career advancement opportunity with better work life balance.

WORK 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, Build strong relationships with customers
- 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, bills and wps) and all tasks are done in an efficient manner with a high level of accuracy, Vault and atm balancing.
- 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, Records daily bank transactions.

FRONT DESK / SALES CUM CASHIER - ALL AROUND STAFF

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.

SECRETARY/RECEPTIONIST

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.