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Abu Dhabi, UAE

EDUCATION

Bachelor of Business
Administration, Major in
Marketing Management
Urdaneta City University,
Urdaneta City
June 2012 - April 2016

LANGUAGES

English

Fluent

Tagalog

Fluent

BEVERLY ESQUIBAL ORPILLA

PROFESSIONAL SUMMARY

Committed and hardworking Cashier/Customer Service with 7 years of experience processing transactions and assisting customers. Dedicated to answering customer questions and resolving issues. Creative problem-solver capable of helping customers with various needs and getting support from managers for complex issues.

WORK HISTORY

January 2024 - Current

Beverly Hills Specialist Hospital - Cashier, Abu Dhabi, UAE

- Processed sales, exchange and refund transactions efficiently to reduce customer waiting times.
- Greeted customers entering store and responded promptly to customer needs.
- Handled cash and card payments with precision, maintaining customer confidentiality and discretion throughout.
- Educated customers on promotions, offers and special events to enhance product sales.
- Answered questions about store policies and concerns politely and professionally, supporting positive customer experiences.

October 2019 - October 2023

Orient Exchange Co. llc - Cashier - customer service representative, Abu Dhabi

- Operated cash register and accurately processed payments, returns, and exchanges
- Performed opening and closing procedures, such as counting cash register, restocking, and cleaning
- Accurately processed customer payments using cash, credit cards, and checks
- Managed large amounts of cash accurately during busy hours in a fast-paced environment
- Developed strong customer relationships to support satisfaction and loyalty
- Greeted and informed customers of products, fostering positive store experiences
- Checked drawer totals, reconciled discrepancies, and prepared bank deposits
- Processed cash, check, and credit cards for customer purchases
- Processed payments, returns, and exchanges
- Trained new cashiers in the use of cash registers and processing payments
- Informed customers of special promotions, loyalty programs, and discounts.

September 2016 - September 2019

Eastwest Banking Corporation - Teller - CSR, Pangasinan

- Operated cash register and accurately processed payments, returns, and exchanges
 - Performed opening and closing procedures, such as counting cash register, restocking, and cleaning
 - Built and maintained positive working relationships with co-workers
 - Provided excellent customer service by greeting customers and offering assistance
 - Developed strong customer relationships to support satisfaction and loyalty
 - Provided customers with product information and responded to inquiries courteously and promptly
 - Maintained knowledge of company products to provide helpful suggestions and recommendations to customers
 - Greeted customers by name and displayed respectful attitude, helping develop rapport with customer base and build lasting relationships
 - Addressed customers courteously using suitable methods and problem-solving skills.
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SKILLS

- Store merchandise stocking
- Credit card payment processing
- Monetary transactions
- High volume transactions
- Service knowledge
- Customer relations
- Complaint handling