



REJIENEL M. SANTILLAN

SALES ASSOCIATE/CASHIER

EXPERIENCE

FOREX CASHIER, LULU INTERNATIONAL EXCHANGE, ABU DHABI

MARCH 2022 – MARCH 2024

- handling foreign currency transactions for customers in banks, currency exchanges and other money transfer businesses.
- Greet customers in a pleasant and professional manner.
- Keep accurate records of foreign currency exchange transactions
- Ensure compliance with applicable laws and regulations
- Securely safeguard all necessary paperwork related to foreign currency exchanges

TEAM MEMBER/STORE INCHARGE, VIVA SUPERMARKET (LANDMARK GROUP), AJMAN

APRIL 2021 – NOVEMBER 2021

- Executing all tasks assigned by the team leader or manager diligently, on schedule, and to the highest standard.
- Working with team members to achieve daily, weekly, and monthly targets.
- Participating in meetings and voicing concerns as well as suggestions for improvement.
- Answering or escalating concerns and queries from clients or other stakeholders.
- Completing a range of administrative tasks.
- Maintaining a high level of professionalism while representing the company.

PROFILE

Dynamic and trustworthy individual with 8 years of experience in retail operations. A communicator who has exceptional customer service skills and a strong background in working collaboratively. Initiative-taking with determination to succeed and to achieve desire goal, discipline to work and capable to work long hours. Highly flexible and able to adapt to different working environments. Willing to learn a new thing and can work with and without permission.

CONTACT

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KEY SKILLS AND CHARACTERISTICS

- MS Office.
- Communication skills.
- Team leadership and task organization.
- Problem solving.
- Working as part of teams.
- Attention to details.
- Work under pressure.
- Database management.
- Social media operation and management.
- Handle cash, credit, or check transactions with customers.
- Scan goods and collect payments.
- Ensure pricing is correct.
- Issue change, receipts, refunds, or tickets.
- Redeem stamps and coupons.
- Count money in cash drawers at the beginning and end of shifts to ensure that amounts are correct and that there is adequate change.
- Make sales referrals, cross-sell products, and introduce new ones.
- Resolve customer complaints, guide them, and provide relevant information.

CASHIER, CARREFOUR HYPERMARKET, (MAJID AL FUTTAIM) DUBAI. UAE

SEPTEMBER 2018 – FEBRUARY 2021

EDUCATION

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY

STI COLLEGE MANILA PHILIPPINES

UNDERGRADUATE

WITH GOOD CONDUCT CERTIFICATE