



# REJIEMEL MESA SANTILLAN

CASHIER / SALES ASSOCIATE / MERCHANDISER

## CAREER OBJECTIVES

Highly motivated with determination to succeed and to achieve desire goal, discipline to work and capable to work long hour. Highly flexible and able to adapt different working environment. Willing to learn a new thing and can work with and without permission.

## PROFFESIONAL STRENGTH

Dynamic and trustworthy individual with 6 years of extensive in handling cashiering work within a retail and finance environment. A communicator who has exceptional customer service skills and strong background of working collaboratively.

## PROFFESIONAL EXPERIENCE

### RECEPTIONIST / ARCHIVES CLERK

#### KONoz CAR RENTAL CO. LLC, Dubai, UAE

March 2024 - September 2024

- ✚ Monitor rental agreement for accuracy and compliance using Tars and node system before submitting.
- ✚ Ensure all required documents are completed accurately.
- ✚ Receiving visitors at the front desk by greeting, welcoming, directing and announcing them appropriately.
- ✚ Answering screening and forwarding incoming calls.
- ✚ Receiving payments such as cash, debit or credit card and cheque.
- ✚ Keep updated records of office expenses and cost.
- ✚ Follow up payments from the customers.
- ✚ Perform other clerical receptionist duties such as filing, photocopying, transcribing, daily and monthly reports.

## EDUCATION

### Bachelor of Science in Information Technology

STI College Manila Philippines  
Undergraduate

With good conduct certificate

## PERSONAL

**Nationality:** Filipino  
**Date of Birth:** August 18, 1993  
**Gender:** Male  
**Height:** 162 cm  
**Weight:** 54kg  
**Religion:** Catholic

## COMPUTER SKILLS

- ✚ MS Office: Excel, Word, Power point.
- ✚ Database: Internet and email
- ✚ Social Media Management  
(Facebook, Twitter, Instagram, LinkedIn)

## KEY SKILLS

- ✚ Customer Service
- ✚ Log Keeping
- ✚ Initiative/Flexibility
- ✚ Interpersonal Communication
- ✚ Time Management
- ✚ Customer relation
- ✚ Quick Learner
- ✚ Office Administration
- ✚ Report and documentation
- ✚ Problem Solving
- ✚ Multi-tasking

## MISSION STATEMENT

- ✚ To help the growth of the company by sharing my personal skills including my working experience and positive attitude.
- ✚ Strive to exceed customer and / or employer expectation by delivering second to none service.
- ✚ Maintain customer centricity in all initiatives and interaction, always putting the customer first.

## FOREIGN CURRENCY CASHIER / FRONT LINE ASSOCIATE LULU INTERNATIONAL EXCHANGE, ABU DHABI UAE

March 2022-March 2024

- ✚ Handling foreign currency, Remittances and other customer transaction as required by the WPS customer or Retail customer and as assigned by the Branch Management / department manager, with zero defects.
- ✚ Exercise due diligence in processes related to customer transactions to ensure risk mitigation and adherence to relevant AML and KYC initiatives.
- ✚ Report any anomalies such as under/overs to concerned superior.
- ✚ Explore opportunities to increase customer base, transaction number, revenue per transaction and customer and overall operational revenue performance to meet the overall objectives.
- ✚ Ensure assigned work activities are carried out as per company policies and procedure.

## TEAM MEMBER / ASST. SUPERVISOR VIVA SUPERMARKET, AJMAN UAE

April 2021 – November 2021

- ✚ Manage, train, and monitor team member and team leads.
- ✚ Direct and assign employees as needed to ensure all aspects of quality product or service delivery.
- ✚ Manage and make appropriate adjustment to staffing levels, inventory levels, and production.
- ✚ Review sales reports, production reports, department expenses, labor costs, associate attendance reports, and other reports and documents related to company operations.
- ✚ Reinforce customer service standards and ensure all employees are focused on always serving the customers

## CASHIER / SALES ASSOCIATE CARREFOUR HYPERMARKET, DUBAI, UAE

September 2018 – February 2021

- ✚ Greet customers with smile at the cash counter.
- ✚ Assist and guide customers with concerns in pricing, product expiry dates, warranty, after sales, etc.
- ✚ Upselling or encouraging customers to buy other products that may compliment their needs.
- ✚ Ensure high levels of customer satisfaction through excellent sales service.
- ✚ Follow and achieve departments sales goals on monthly, quarterly and yearly basis.