



# I AM ELAH MARIE

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Al Jaffliya Dubai, United Arab Emirates

## Educational Qualifications

GRADUATE – **BACHELOR OF SCIENCE  
IN BUSINESS ADMINISTRATION**  
(S.Y. 2010-2014)

Mary The Queen College  
Pampanga, Philippines

SHORT COURSE – **BASIC SECRETARIAL**  
(S.Y. 2017)

Filipino Institute  
Dubai, United Arab Emirates

## Seminars Attended

Basic Food Hygiene and Customer  
Service Training Phases 2 & 4

## Skills and Qualification

- Problem Solving Skills
- Leadership
- Creativity
- Interpersonal Skills
- Time Management
- Computer Skills (MS Office)
- Attention to Detail

## Declaration

I hereby state that all the information  
noted above is accurate to the best of  
my beliefs and I take full responsibility  
for the correctness of the information.

Reference will be available upon  
request.

Elah Marie

## Professional Summary

Responsible and dedicated person with proven multi-tasking and organizational skills. Proficient in operating in a fast-paced environment to coordinate paperwork, process payment and complete orders. Provides Administrative Support to ensure efficient store operations.

## Work Experience:

March 31 2015  
- February 26  
2024

### CHECK OUT SUPERVISOR

SPINNEYS

Dubai, United Arab Emirates

- Ensures the team of cashiers and porters always maintain customer service standards.
- Supervised a team of 15 cashiers and porters, providing training, guidance and performance evaluations.
- Managed staff schedule, planning workloads effectively and strategically.
- Ensures that changes of different denominations, trolleys and baskets are available all the time.
- Prepares daily statements of receipts and payments.
- Reconciliation of credit & debit cards transactions to check accuracy of the financial report per day.

### CUSTOMER SERVICE ASSISTANT – CASHIER

- Provides customers with fast and friendly service while ensuring accuracy at the sales counter.
- Advises customers on availability, pricing and location of products.
- Multi-tasked to keep customer service levels at optimal capacity at peak times.
- Provides warm, positive customer care from arrival to departure, encouraging return visits and repeat spending.
- Assist the grocery manager on stock inventory.

### ADMINISTRATIVE SUPPORT

- Provides administrative support to ensure efficient store operations.
- Organizing work documents and firm logistics.
- Works closely with other administrative staff and supports other colleagues as needed.

### FRONT DESK RECEPTIONIST

- Handled customer complaints, providing appropriate solutions to guarantee positive outcomes.
- Mainly involves interacting with customers either in person or through phone calls.
- Answers phone calls and directs callers to appropriate personnel.

### OFFICE ASSISTANT OF LEGAL DEPARTMENT - INTERNSHIP

LAND BANK OF THE PHILIPPINES

Philippines

- Records legal documents.
- Maintains office operations by receiving and distributing communications.
- Maintains office schedules.
- Assist in notaries' services and filing of documents.

April 4 2013 -  
June 5 2013