



AIZA JOYCE CAÑEDO

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Lily Tower, Al Nahda, Sharjah

SUMMARY

A detail-oriented cashier with over 13+ years of exceptional customer service and cash handling experience, adept at maintaining accuracy and swiftly addressing inquiries while fostering positive customer interactions. Known for a friendly demeanor and adept multitasking in fast-paced environments. Seeking a role to leverage my expertise in contributing to company success and growth, and aiming for a position that not only values career development but also allows me to make a significant impact on the company's advancement.

SKILLS

- | | |
|---------------------------------|--------------------------------|
| • Cash Handling | • Communication Skills |
| • Computer Literacy (MS Office) | • Problem Solving |
| • Knowledge of POS System | • Organizing and Multi-Tasking |
| • Product Knowledge | • Attention to Detail |
| • Customer Service | • Time Management |

EXPERIENCE

Ontime Government Services "Tasheel" | Dubai, UAE
Senior Cashier

October 2014 - Present

The first in the Middle East to provide government services through the private sector and the leading provider of Dubai Government services in the UAE.

- Recharge FAB Prepaid Cards designated for government payments through the FABeAccess System.
- Issue tax invoices for Tasheel, Tadbeer, DED, MOFA and MOJ transactions using POS System.
- Process payments by receiving cash and card transactions.
- Proficiency in processing payments for DED payment vouchers within the DED public system.
- Prepare daily sales report and other required reports.
- Reconcile and process petty cash reimbursement.
- Respond to customer inquiries and provide information about a full range of services.
- Handle and resolve customer feedback and complaints.
- Facilitate exchanges and refunds.
- Responsible for procuring supplies and managing stock inventory for the branch using the Alpha Pro ERP System.
- Perform clerical duties related to cash and financial transactions and handle additional administrative tasks assigned by the supervisor to support overall office operations.

M Lhuillier Financial Services | Davao City, Philippines
Remittance Teller

May 2013 - July 2014

One of the largest non-bank financial institutions in the Philippines offering money remittance, money exchange, corporate payout, pawn-broking, insurance, bill payment, jewelry, and logistics.

- Handling daily cash transactions.
- Handling local and foreign currencies.
- Maintaining proper KYC (Know your customer) and compliance.
- Handling daily customer queries.
- Processing transactions, such as money transfers, quick cash loans, bill payments, and currency exchange, for a minimum of 100 customers a day.
- Promote and sell life insurance and special products offered by the company.
- Performing clerical tasks such as typing and filing documents.

Wilcon Builders Depot | Davao City, Philippines
Customer Service Representative

February 2011 - March 2013

The leading home improvement and construction supplies retailer in the Philippines.

- Addressed customers' questions, problems, and complaints in person and via phone quickly and accurately.
- Oversaw customer account inquiries, providing accurate information to resolve service complaints and ensure customer satisfaction.
- Assist with placement of orders, refunds, or exchanges.
- Made efforts to persuade customers to reconsider cancellations.
- Answer questions about warranties or terms of sale.
- Informed customers of deals and promotions.

EDUCATION

Bachelor of Science in Commerce Major in Marketing

Holy Cross of Davao College

Davao City, Philippines

June 2004 – March 2008

Graduate

PERSONAL DETAILS

Nationality : Filipino

Civil Status : Married

Birthday : November 27, 1987

Visa Status : Residence Visa until Dec. 28, 2024