



MICHELLE SERRANO ADOLFO



+971 56 823 5394



michelle.adolfo1997@gmail.com



Al Muraqqabat, Dubai, UAE



OBJECTIVES

To continuously enhance my knowledge, skills and experience by getting involved in a challenging work environment in any field of industry to the best of my ability.



EDUCATIONAL ATTAINMENT

- Tertiary: (2013 – 2017)

Bachelor of Science in Hospitality
Industry Management

Cagayan State University - Gonzaga
Campus, Flourishing, Gonzaga,
Cagayan.

- Secondary: (2009 – 2013)

St. Anthony's Academy of Gonzaga,
Paradise, Gonzaga, Cagayan.



SKILLS

Teamwork and collaboration.

★★★★☆

Fast learner, adaptable.

★★★★☆

Attention to detail.

★★★★☆

Flexible under pressure.

★★★★☆

Responsibilities.

★★★★☆

WORK EXPERIENCES



- Indoor Sales & Cashier / July 2023 - Present

MILLIA COSMETICS

Industrial 4, Al Wahda Liberty, Signal Sharjah.

- Giving advice and guidance on product selection to customers. Answering queries from customers.
- Stocking shelves with merchandise and checking stocks. Reporting to the Line Manager and Supervisor.
- Dealing with customer complains.
- Working within established guidelines, particularly with brands.
- Developing long-term relationships with clients.
- Achieving sales targets using high techniques selling skills. Preparing sales reports for Accounts Department.

- Retail Sales Associate / August 2021 – April 2023

Vista Mall All Home Dasmarrinas

Finds, A Discounted Store

Cavite, Philippines

- Serves customers by helping them select products.
- Drives sales through engagement of customers, suggestive selling, and sharing product knowledge.
- Greets and receives customers in a welcoming manner.
- Responds to customers' questions.
- Directs customers by escorting them to racks and counters.

- Customer Service Representative / February 2019 – February 2021

Circle K Arabia L.L.C
Dubai – United Arab Emirates
API World Towers

- Promote new store products to customers.
- Process cash and credit card payments.
- Balance cash drawer shift beginning & ending.
- Make merchandise and make sure of the cleanliness of the store.

- Office Coordinator / July 2018 – December 2018

Government Municipal City Hall
Flourishing, Gonzaga, Cagayan

- Meeting clients and directing them within the office.
- Responsible for including filing, encoding, mail, ordering office supplies.

- Telephone Board Operator / July 2017 – July 2018

The Manor Hotel – 4 Star Hotel
Loakan Road, Camp John Hay, Baguio City

- Operate communication systems, such as telephone, switchboard, intercom, two-way radio, or public address.
- Answer incoming calls, greeting callers, providing information, transferring calls and /or taking messages as necessary.

CERTIFICATE OF EXPERIENCE



- Volunteer Fire Brigade (Bureau of Fire Protection) March 19, 2018 to March 19, 2021
- Basic Food Hygiene Training (Al Safa Consultancy and Hospitality Services) August 2019 to August 2021

DECLARATION



I do hereby declare that above particulars of information and facts stated are true, correct and complete to the best of my knowledge and belief.

MICHELLE SERRANO ADOLFO

Applicant