



# ARLEMEE DEMETILLO MAKILAN

## OBJECTIVE

To be part of the working force of a company that allows professional advancement that will comprehensively develop my fundamental and acquired skills in a fast pace competitive environment.

## CONTACT

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0568384468

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Funoud street, Madinat Zayed Area  
building 14 room 603

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Bambiemakilan13@gmail.com

## ABOUT ME

Proven abilities in computer skills.  
Excellent communication skills. Good at costumer care. Strong problem-solving ability and committed to achieve goals.

## PERSONAL DETAILS

NATIONALITY: Filipino  
GENDER: Female  
VISA STATUS: Employment Visa  
AGE: 30

## EDUCATION

**ACLC COLLEGE OF MARBEL**  
**Bachelor of Science in Business Administration Major in Human Resource Development Management**  
**YEAR: 2015**

**ACLC COLLEGE OF MARBEL,**  
**OIS Office Information System**  
**YEAR: 2013**

## EXPERIENCE

**FRONT LINE ASSOCIATE/ CUSTOMER SERVICE REPRESENTATIVE/MARKETING SPECIALIST**  
**Global Exchange**  
**June 11,2024 – Present**

### JOB DESCRIPTION

- Conducts monthly marketing strategies.
- Analyzing the market flow and understand the needs for improvement.
- Researching competitors for ideas to improved service offerings.
- Process cash transactions from national and foreign currencies.
- Collect cash against receipt vouchers
- Purchase & sell of foreign currency.
- Enter customers' transactions into computers in order to record transactions and issue computer generated receipts.
- Conducts a variety of customer service tasks which may include providing transferring funds, tracking deposits and various record changes.
- Maintains and accounts for cash drawer and daily transaction and report any discrepancies.
- Checking and releasing bank and cash remittance transactions.
- Reconcile all end day transactions prior to leaving the branch to ensure that all cash receipts & delivery are in order with business transactions.

**CUSTOMER SERVICE REPRESENTATIVE/ TELLER / CASHIER**  
**Progoti Exchange Company**  
**October 20, 2020 – June 02 2024**

### JOB DESCRIPTION

- Process cash transactions from national and foreign currencies.
- Collect cash against receipt vouchers
- Purchase & sell of foreign currency.
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**CASHIER/SOFT PLAY & TRAMPO ATTENDANT**  
**Wanasaland Entertainment LLC**  
**April 2018 - May 2020**

**JOB DESCRIPTION**

- Issue receipts, refunds, credits, change due to customers.
- Providing customers' needs such play card balance and toys redemption.
- Daily counter inventory for toy redemption Socks and wristband.
- Process returns and exchange.
- Assist customers by providing information and resolving their complaints.
- Answering Phone calls and inquiries.
- Securing the safety of the children in the soft play and trampoline area.
- Operates Machine when in need.

**SALES ASSOCIATE**  
**Emcor Marbel Inc.**  
**September 2016 - October 2017**

**JOB DESCRIPTION**

- Maintain an awareness of all promotions and advertisement
- Complete understanding of pricing and proposal models.
- Develop proposal generation and presentation.
- Build Financial and life cycle analyses to quantify value from the customer's perspective.
- Welcoming customers and guide them through the product they need.

**TELLER / CUSTOMER SERVICE**  
**RD Pawnshop and Remittance Center**  
**June 2015 - July 2016**

**JOB DESCRIPTION**

- Helping the customers with purchases
- Receiving payment transaction for bills such as electricity, water, internet connection and mobile credit.
- Appraising items for pawn
- Filling out necessary paperwork for pawn items.
- Preparing daily cash reports from cash register.
- Handling and processing local and international remittance, bank and money transfer.

**SKILLS**

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- Proficient in Microsoft Office "Word, Excel, Publisher and PowerPoint".
- Customer Service Oriented
- Communications skills
- Can work under pressure with minimum supervision
- Proactive in Sales Marketing