



# Ma. Czarina I. Cortez

Receptionist/Sales Admin

*“Professional and customer-focused with several years of experience in administrative support, client relations, sales coordination and providing excellent Customer Service satisfaction.”*

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Address: Al Barsha 1, Dubai

Birthdate: August 19, 1987

Civil Status: Single

Nationality: Filipino

Religion: Roman Catholic

## EDUCATION:

Bachelor of Science in Entrepreneurship  
University of Rizal System, Philippines  
2 years

## SKILLS:

- Computer Proficiency (MS Office, Internet, Email, POS)
- Strategic Sales
- Multitasking and attention to detail
- Gold Appraising
- Quality Assurance and control
- Excellent customer service
- Social Media Marketing

## TRAININGS AND SEMINARS

### ATTENDED:

- Social Media Marketing Grant Employment
- Western Union Money Transfer Ayala Makati, Philippines
- Anti-Money Laundering Central Bank of the Philippines
- Jewelry/Gadgets Appraising CVM Pawnshop & Money Exchange, Philippines

## JOB EXPERIENCE:

### RECEPTIONIST/SALES ADMINISTRATOR

House of Pawsome Pets, Dubai

January 2023-February 2025

- Greeting and welcoming customers in a cheerful manner.
- Processing online, email or phone orders and deliveries.
- Answering enquiries through online, email, phone or face to face.
- Arranging schedules and booking appointments.
- Receiving and processing purchase orders from suppliers.
- Managing data entry and inventory.

### RETAIL SALES ASSOCIATE

Just Accessories/Just Optic, Dubai

January 2022-December 2022

- Greeting and assisting customers on their needs.
- Advertise current running promotions and discounts.
- Cross-sell products.
- Cashier role and Reporting Daily Sales.

### QUALITY CONTROLLER

Nouri International, Sharjah

September 2020-December 2021

- Sorting and arranging items from poor quality to best quality.
- Ensuring the best quality items will meet quality standard.
- Targeting quotas.

### HOSPITALITY

Dubai World Trade Centre, Dubai

November 2018-June 2020

- Welcoming customers and assisting on their assigned table.
- Serving food and beverages.
- Ensuring the customer they have everything they need and checking if the customer is satisfied on the service.
- Set and clear tables.

### TELLER/GOLD APPRAISER

CVM Pawnshop & Money Exchange, Philippines

April 2012-September 2018

- Excellent Customer Service.
- Gold and gadgets appraising.
- Organizing and keeping the safety of the items inside the vault.
- Processing Western Union and Money Exchange.
- Handling Cash transactions and reports.
- Arranging files and records.