

JAMELAH

MACARAMPAT LAO



Contact

 Al Rashidiya, Dubai, U.A.E.

 +97 582527703

 eyeteamisslao@gmail.com

Languages

English

Tagalog

Education

- Nursing Assistant Professional Diploma-
- Filipino Institute Dubai United Arab Emirates (2022)
- College Degree (Bachelor of Science Information Sytem. (Philippines,2018)
- High School Graduate (Philippines, 2009)
- Elementary Graduate (Philippines, 2005)

Personal Details

Date of Birth : 02/05/1991

Nationality : Filipino

Marital Status : Single

Gender : Female

Vista Status : Employment

Personal Details

Passport No : P21092298

Expiry Date : 07/05/2028

Summary

Seeking a challenging position with a progressive organization that will effectively utilize my knowledge and experience, where I can grow with, the organization and prove to be asset for its effective functioning, be a team player for the achievement of organization goal and its success.

Skill Highlights

- Excellent communication and interpersonal skills
- Strong attention to detail and accuracy in transactions
- Ability to handle high-pressure situations and multitask
- Knowledge of POS systems and cash-handling procedures
- Team-oriented and customer-focused
- Basic math skills for processing transactions
- Ability to adapt to changing environments and customer needs

Experience

- ❖ Cashier / Sales assistant | Present

ENOC LLC, Dubai, UAE

 - Provide exceptional customer service by assisting customers with their inquiries, purchases, and resolving any issues promptly.
 - Operate the cash register, handle cash, credit/debit transactions, and ensure accurate billing.
 - Maintain knowledge of store products and promotions to offer suggestions and enhance the customer shopping experience.
 - Ensure a clean and organized sales floor by restocking shelves, arranging displays, and keeping the checkout area tidy.
 - Assist in daily stock management, including inventory checks, receiving deliveries, and labeling merchandise.
 - Achieve or exceed sales goals through upselling, cross-selling, and recommending complementary products.
 - Handle returns and exchanges following store policies while maintaining a positive customer experience.
 - Monitor and maintain inventory levels to ensure stock availability for customers.
 - Collaborate with team members to meet store targets and maintain a high level of store presentation.
- ❖ Customer Service Representative | 2018 - 2019

Call Center Agent Sibs international business solution

Philippines

 - Respond to customer inquiries and resolve issues via phone, email, and live chat in a timely and professional manner.
 - Handle a high volume of inbound and outbound calls while maintaining a friendly, helpful attitude.
 - Identify customer needs, provide accurate information, and offer appropriate solutions or alternatives to ensure customer satisfaction.
 - Maintain up-to-date knowledge of products, services, policies, and procedures to effectively answer customer queries.
 - Process customer orders, returns, and exchanges efficiently, ensuring all transactions are recorded accurately.

Declaration

I hereby declare that the above mentioned information is true to the best of my knowledge and belief.