

# Elsie C. Lirazan

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## PROFESSIONAL PROFILE

A proactive, reliable and articulate experience in various fields with excellent time management and people skills with the ability to prioritize workloads effectively and efficient whilst communicating at all levels.

Highly motivated and organized professional with strong interpersonal skills combined with a flexible attitude and an ability to work in a team or as an individual, completing tasks to the highest standards whilst delivering outstanding professionalism and confidentiality at all times and at all levels.

## EDUCATIONAL BACKGROUND

**Tertiary** : Kabankalan Catholic College

Course: Bachelor Of Science in Business Administration

Major in Financial Management 2008-2012

**Secondary**: Ilog Catholic High School 2004-2008

**Primary**: Ilog Elementary School 1998-2004

## PROFESSIONAL WORK EXPERIENCE

### ○ Sales Assistant / Cashier

**Emirates National Oil Company (ENOC Retail LLC) Dubai, UAE**

November 9, 2021- Present

- Greet and assist the customer, responsible in cash register
- Monitor the control sheets, merchandising and cleaning the store
- Promote raffle tickets

### ○ Billing and Collection Officer Cablelink Internet Services Inc.

January 2021 -November 2021

- : Responsible for acquiring reparations for debts owned by the company, receives and post payments to accounts, monitors overdue accounts, and collects debt.

### ○ Hr Assistant

### ○ Liason Officer (President and VP Officer)

**Carvi Upholstery and Supply**

February 2019-April 2020

### **(HR Assistant)**

- Assist HR manager with recruitment
- Payroll processing and provide clerical support to all employees.

**(Liason Officer)**

- Communicate directly and or behalf of them on matter related, keeping company departments informed of important changes and internal company details.

○ **Distribution Admin Coordinator (Smart Division)**

○ **Showroom Supervisor (Solane)**

**Daily Ware Marketing**

November 2018-2019

**(Distribution Admin Coordinator)**

- Discussing the scoop and budget to be approved by the owner.
- Negotiating events like Fiesta and school fair
- Sales target

**(Showroom Supervisor)**

- Supervising staff and monitoring work process, conducting trainings and making weekly and monthly reports

○ **Branch Head**

○ **Customer Service**

○ **Encoder**

○ **Cashier**

**KJ Fairmart Chain of Supermarket**

June 2014 – November 2018

**(Branch Head)**

- Directing all operational aspects including distribution, customer service, human resources, administration and sales in accordance with the store objectives
- Providing training, coaching, development and motivation for store personnel
- Developing forecasts, financial objectives and business plans

**(Customer Service Assistant)**

- Information, assist customers concerns probably complain or questions, answering phone calls, accepting orders, weekly reports and inventories.

**(Encoder)**

- Encoding received stocks, pricing new products
- Price update from purchaser to POS machine.

**(Cashier)**

- Greet customers entering the store, received cash, card or cheque payment, consolidating cash and other mood of payments in the drawer.

○ **Sales Representative**

**Galleon Enterprises Telecom**

March – August 2013

- Greet customers, demonstrate cellphones specs and used
- Assist customers to find what they want and need
- Create solutions and ensure a smooth sales process

○ **Checker**

**SM Department Store**

May – October 2012

- Greet customers, counter check items scanned by the cashier
- Checking items if it is damage before packing or bagging customer purchase

**SKILLS:**

- Communication
- Computer
- Adaptability
- Attention to detail
- Time management
- Collaboration
- Problem-solving
- Creativity
- Customer Service
- Multitasking
- Work Ethic

**TRAININGS AND SEMINARS:**

- Philippine National Bank
- New accounts Personality Development
- Proctor and Gamble P&G- Macro
- Category Management Forum
- Basic Arabic Training
- Basic Fire and Safety Training

**Achievements:**

- ***Achieving 100% score for Mystery Shopper program for the second and third quarter of 2022 and second quarter of 2023***

*I hereby certify that the above information is true and correct to the best of my knowledge and belief.*