

JELLY ANN DELA CRUZ RAMOS

Abu Dhabi, United Arab Emirates

Mobile: +97154 789 9107

Email: jellyannrms@gmail.com



OBJECTIVES:

To obtain a challenging customer service position where I can leverage my eight years of experience, exceptional communication skills, and problem-solving abilities to contribute to delivering outstanding service and improving customer satisfaction.

EDUCATIONAL BACKGROUND

- Completed Bachelor of Science in Hospitality Management from Bulacan State University, Malolos City, Bulacan, Philippines (2013-2018)

PROFESSIONAL EXPERIENCES

CSSD TECHNICIAN

Royal Smile Medical Center, Al Ain City, UAE

February 17, 2024 to March 31, 2025

- Increased efficiency in the CSSD department by implementing effective inventory management systems.
- Handled delicate endoscopes delicately whilst cleaning, preserving their functionality over time.
- Maintained a safe environment for patients and staff by adhering to infection control procedures.
- Contributed to positive patient outcomes through diligent packing and storing of sterile supplies.
- Maintained an organized work area for increased productivity in packaging and sterilizing procedures.

CSSD TECHNICIAN

Royal Care Medical Center, Al Ain City, UAE

August 11, 2023 to February 16, 2024

- Facilitated efficient surgeries through the proper arrangement of surgical tools.
- Improved sterilisation standards by executing thorough cleaning of surgical instruments.
- Identified damaged instruments, resulting in reduced risk to patient safety during surgery.
- Conducted regular inspection of sterilising machines, ensuring optimal functionality at all times.
- Performed routine checks on autoclave machines, ensuring continual efficiency in sterilisation process.

COMMUNICATION ASSISTANT

Masters of Medical Training LLC, Abu Dhabi, UAE

February 01, 2023 to August 01, 2023

- Handled customer inquiries promptly; provided informative responses that enhanced customer satisfaction levels.
- Created an efficient system for filing and categorising important correspondence to ensure easy access when needed.
- Scheduled appointments with key stakeholders; ensured smoother flow of discussions without conflicts.
- Monitored digital channels for brand mentions; enabled timely responses to maintain positive brand image online.
- Developed effective press releases for increased media coverage and public awareness of company events.

FRONT LINE ASSOCIATE

Lulu International Exchange, LLC, Abu Dhabi, UAE

December 2020 to December 2022

- Performed daily cash drawer reconciliation to maintain accuracy. Ensured security measures, minimising risk of fraudulent activity.
- Implemented new bank policies to enhance operational efficiency.
- Managed high-volume cash handling for efficient banking operations. Conducted routine audits, ensuring compliance with bank procedures.

- Updated customer databases regularly for up-to-date records. Facilitated smooth transactions by maintaining up-to-date knowledge of foreign currencies.
- Implemented new security measures, reducing instances of counterfeit notes.

HEAD CASHIER

Lips the Café, Abu Dhabi, UAE
October 2019 to November 2020

- Assisted in stocking shelves, enhancing store's appearance and product accessibility.
- Managed end-of-day closing procedures efficiently, ensuring all tasks were completed thoroughly.
- Counted money in cash drawers at the beginning of shifts to ensure accurate transactions.
- Managed till floats accurately for financial integrity.

ADMINISTRATIVE OFFICER

Bunsuran Elementary School, Pandi, Bulacan Philippines
February 2018 to May 2019

- Managed incoming calls for efficient handling of enquiries and complaints.
- Handled confidential documents with utmost care; ensured data security at all times.
- Delegated work effectively amongst team members; encouraged shared responsibility and teamwork.
- Simplified complex information via clear, concise written communication skills; eased understanding across departments.
- Used Microsoft Office Suite proficiently for smooth workflow management and document creation. Enhanced office efficiency by managing and organising the day-to-day administrative duties.
- Facilitated increased team collaboration with effective interpersonal skills. Organised monthly reports to maintain record accuracy.

DOCUMENT CONTROLLER

Sta. Maria Industrial Park (RAMCAR), Santa Maria, Bulacan Philippines
June 2015 to November 2016

- Developed detailed reports using advanced Excel skills to support senior management's decision-making process.
- Coordinated the disposal or archiving of obsolete documents per regulations, improving storage management practices substantially.
- Enhanced team productivity with prompt resolution of document-related issues.
- Assisted in ISO audits preparation; ensured all paperwork met necessary standards without fail.
- Coordinated effectively amongst various teams for seamless exchange of technical drawings and plans.

ADMINISTRATIVE OFFICER

Villa Concepcion Wet and Wild Waves, Inc, Pandi Bulacan, Philippines
March 2014 to June 2015

- Prioritised tasks for timely completion of projects. Assisted in arranging meetings for smoother communication channels.
- Enhanced office efficiency by managing and organising the day-to-day administrative duties. Maintained a clean, organised workspace; improved productivity levels.
- Simplified complex information via clear, concise written communication skills; eased understanding across departments. Improved file management system through systematic categorisation and labelling practices.
- Adapted quickly to changes in procedures or policies; maintained consistency in output quality despite fluctuations in workload demands.

PERSONAL BACKGROUND:

Date of Birth: August 18, 1996
Gender: Female
Visa Status: Own Visa (Spouse)

CHARACTER REFERENCE UPON REQUEST