

Jenny Paloma Duterte

Customer Service Office & Cashier



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United Arab Emirates



PERSONAL PROFILE

Dedicated and customer-focused Customer Service Officer with a strong background in handling customer inquiries resolving complaints, and ensuring a smooth shopping experience in a fast-paced hypermarket environment. Skilled in communication, problem-solving, and maintaining high service standards. Proven ability to work well under pressure and contribute to team success. Committed to delivering excellent customer satisfaction and building client relationships. Always eager to learn and contribute to business growth through quality service and customer care. Capable of handling multiple tasks with accuracy while maintaining a calm and professional attitude. Committed to delivering quality service and ensuring customer satisfaction through patience, teamwork, and quick decision-making.

CORE STRENGTHS & ENABLING SKILLS

- | | | |
|---|--|--|
| <input type="checkbox"/> Communication Skills | <input type="checkbox"/> Time Management | <input type="checkbox"/> Feed Back |
| <input type="checkbox"/> Problem Solving | <input type="checkbox"/> Positive Attitude | <input type="checkbox"/> Collaboration |
| <input type="checkbox"/> Empathy | <input type="checkbox"/> Responding to Enquiries | <input type="checkbox"/> Salesforce |
| <input type="checkbox"/> Product Knowledge | <input type="checkbox"/> Resolving Issues | <input type="checkbox"/> Hubspot |
| <input type="checkbox"/> Patience | <input type="checkbox"/> Maintaining Recording | <input type="checkbox"/> Zendesk |
| <input type="checkbox"/> Adaptability | <input type="checkbox"/> Processing Order | <input type="checkbox"/> Freshdes |
| <input type="checkbox"/> Team Collaboration | <input type="checkbox"/> Follow Up | |
| <input type="checkbox"/> Attention to Detail | | |

DIPLOMAS & CERTIFICATIONS

- ☐ Overseas Employment Certificate
- ☐ Hospitality Management
- ☐ Customer Service Training
- ☐ Fire Drill Awareness
- ☐ Computer Software (Ms Office Excel)
- ☐ Bill Payments
- ☐ Multi-Tasking

PROFESSIONAL WORKING EXPERIENCE

Cashier

LuLu Hypermarket UAE

May, 2024 – to Date

I am part of the Lulu Hypermarket UAE Since May 2024. It is one of the largest retail chains in Asia and is the biggest in the Middle East with 259 outlets in the Gulf Cooperation Council (GCC) countries and elsewhere. In addition to Lulu Hypermarket, the group operates 13 malls in the GCC, and 5 malls in India. The group is among the world's 50 fastest growing retailers.

Responsibilities:

- ☐ To give information on local promotions & activities and other info that provides valuable service to our customers.
- ☐ Communication Skills: Clear and effective communication is crucial, both verbal and written.
- ☐ Problem-Solving: Ability to quickly assess issues and find solutions to customer problems.
- ☐ Empathy: Understanding and addressing customer needs and concerns with compassion.
- ☐ Product Knowledge: In-depth knowledge of products or services to provide accurate information and support.
- ☐ Patience: Remaining calm and composed, especially when dealing with frustrated customers.
- ☐ Adaptability: Flexibility in handling various customer personalities and unexpected situations.
- ☐ Team Collaboration: Working well with colleagues to resolve issues and improve customer experiences.
- ☐ Attention to Detail: Ensuring accuracy in information provided and following up on customer requests.
- ☐ Time Management: Efficiently managing time to handle multiple inquiries or tasks.



- ☐ **Positive Attitude:** Maintaining a friendly and approachable demeanor, even in challenging situations.
- ☐ **Responding to Inquiries:** Answering customer questions via phone, email, chat, or in-person.
- ☐ **Resolving Issues:** Identifying and troubleshooting customer problems efficiently.
- Providing Information:** Offering details about products, services, policies, and procedures.

Customer Service Cashier Allday Supermarket Philippines (May, 2019- Sep, 2023)

I did work as **Customer Service Cashier** in **Allday Supermarket PHP**.

Responsibilities:

- ☐ **Processing Transactions:** Efficiently handle cash, credit, and debit transactions at the register.
- ☐ **Customer Interaction:** Greet customers warmly and assist them with any inquiries or issues.
- ☐ **Product Scanning:** Accurately scan items and ensure correct pricing and discounts are applied.
- ☐ **Handling Payments:** Manage various payment methods and provide accurate change when necessary.
- ☐ **Customer Service:** Address customer complaints or concerns, providing solutions or escalating as needed.
- ☐ **Maintaining Cleanliness:** Keep the checkout area clean and organized, ensuring a pleasant shopping experience.
- ☐ **Balancing Cash Register:** At the end of shifts, reconcile the cash drawer and prepare daily cash reports.
- ☐ **Promoting Store Policies:** Inform customers about store policies, promotions, and loyalty programs.
- ☐ **Restocking Supplies:** Assist in maintaining and restocking merchandise at the checkout area.
- ☐ **Team Collaboration:** Work with other staff members to ensure efficient store operations and customer satisfaction.

Professional Information

Under Graduation (Hospitality Management)

Personal Information

Visa Status:	Employment Visa
Date of Birth:	15 SEP 1993
Marital Status:	Married
Nationality:	Philippines
Language:	English, Tagalog