

VANESSA ROCA



CONTACT

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Airport road, Abu Dhabi, UAE

EDUCATION

Bachelor of Science in Computer Engineering

AMA Computer College
2008 - 2012

SKILLS

- Computer skills; Excel, Word, Powerpoint & Visual Basic
- Can handle multi-task
- Can relate to different kind of people
- Customer oriented
- Problem solving
- Resourcefulness
- Attention to detail

PERSONAL DETAILS

Age 33
Birthday 20 February 1990
Civil Status Married
Nationality Filipino

OBJECTIVE

To work in a company wherein I can handle a challenging position that can utilize my knowledge and skills for my career advancement. And be able to work as an instrument to progress.

EXPERIENCE

Receptionist/Filling Clerk | Thai Silk Spa March 2022 - May 2023

- Answering calls and taking appointments of the clients.
- Problem solving of the different issues from the clients
- Taking payments and ensuring that the list of payments is tally
- Organize the records and make copies of documents so can easily be found when needed
- Auditing and checking the stocks of the spa.

Frontline Associate | LULU International Exchange LLC

November 2018 - July 2019

- Accept send and received cash transactions
- Inform customers about foreign currency regulations
- Receive checks and cash for salary deposit, verify amounts and check accuracy of deposit slips
- Respond to customer inquiries via personal conversation or through telephone calls
- Troubleshoot problems with regards to the transaction, to help ensure a positive customer
- Perform clerical tasks such as typing and filling experience

**Customer Service Assistant (aftersales service team Logistic Dept.) |
Yateem Optician
2017 - 2018**

- Receive shipments and ensure both quality and quantity
- Audit freight cost and documentation
- Maintain communication with staff to ensure proper working order
- Assist branch for customer inquiries
- Create packing lists and update shipment information in database
- Monitor and facilitate repair orders
- Coordinate deliveries for repaired or returned items
- Ensure that all items are properly checked
- Dispose of serviceable or damaged items

**Cashier cum Receptionist | Yateem Optician
2015 - 2017**

- Prepare cash receipt transaction through system
- Receive cash & card payments
- Document all cash & card transaction for the monthly report
- Checking all location in & out from the branches
- Assist customers by their concerns
- Answer incoming calls & resolving customer
- complains
- Checking the daily stock record

**Treasury Assistant | SM Hypermarket (Philippines)
2013 - 2014**

- Perform treasury assistant functions and activities to the treasury department
- Prepare and communicate all previous day banking activity
- Assist and support treasury staff in physical cash counting activities
- Check, inspect and verify daily cash transactions.
- Inspect, investigate and resolve discrepancies in cash transactions
- Document all cash transaction activities

I HEREBY CERTIFY that the information provided in this form is complete,
true and correct to the best of my knowledge

VANESSA ROCA
Applicant