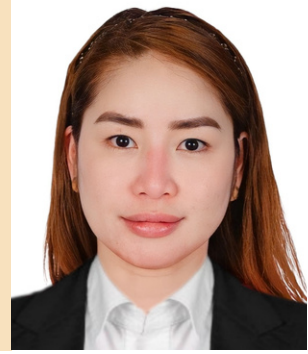


# FE PRESENTE PALANAS

A flawless in the execution of my duties, and has a proven ability to manage my work under pressure. I am committed to achieving great results in the work that I do and is more than able to work independently and proactively when managing competing priorities.

I want to enhance my knowledge skills and experience by getting involved in challenging work environments and utilize them for personal and organizational growth to the best of my ability.



## CONTACT

☎ **+971563008680**

☎ **+971563008680**

✉ **fepresentepalanas@gmail.com**

📍 **Madinat Zayed, Abu Dhabi, UAE**

## SKILLS

- Sufficient in Outlook, Navision, Microsoft word and Excel
- Good interpersonal skills
- Good knowledge of customer relations
- Good conflict resolution skills
- Ability to work in a team
- Good managerial skills.
- Ability to maintain strict levels of confidentiality and Flexible.
- Solid organization skills with the ability to multi-task, work under pressure.

## EDUCATION

🎓 **BACHELOR OF SCIENCE IN HOTEL  
RESTAURANT MANAGEMENT**

*Year 2003-2007*

## TRAINING/CERTIFICATE

SHADOW TEACHING  
TRAINING

Learncology Professional  
Training and  
Development Institute .  
Diera, Dubai, UAE -  
*February 12, 2023 -  
March 12, 2023*

SPECIAL EDUCATIONAL  
NEEDS AND DISABILITY  
(SEND)

Learncology Professional  
Training and  
Development Institute,  
Diera, Dubai, UAE  
*March 15, 2023*

- Customer Service , Delivery between logistic operation, Tax free refund
- 2018-Employee of the year

## PERSONAL DETAILS

DATE OF BIRTH: February 15, 1984

CIVIL STATUS: Single

NATIONALITY: Filipino

VISA STATUS: Freelance Visa

Gender: Female

LANGUAGE:

English – Oral and Written Proficiency

Tagalog – Oral and Written Proficiency

## WORK EXPERIENCE

### Senior Customer Service Representative | Cashier

HOMES R US | LALS GROUP, ABU DHABI, UAE 2016 – 2023

- Managing customer inquiries: Responding to customer inquiries, resolving issues, and providing accurate and timely information via various channels (phone, email, chat, social media).
- Dealing with the client's orders and inquiries. Working closely with the colleagues and management team to increase sales.
- Monitoring daily delivery invoices and communicating with logistic operations
- Handling escalated cases: Taking ownership of complex customer issues, investigating problems, and finding appropriate solutions to ensure customer satisfaction.
- Supervising team members: Overseeing a team of customer service representatives, providing guidance, support, and training to ensure consistent service delivery.
- Developing customer service strategies: Collaborating with management to develop and implement customer service strategies and policies aimed at enhancing customer satisfaction and retention.
- Monitoring customer satisfaction: Collecting and analyzing customer feedback, identifying trends, and recommending improvements to enhance overall customer experience. Accepting payments, ensuring all prices and quantities are accurate and proving a receipt to every customer
- Sales Strategy and Planning: Developing and implementing effective sales strategies to achieve revenue targets and drive business growth.

### Senior Customer Service Representative | Cashier

EMKE GROUP | LULU HYPERMARKET LLC, ABU DHABI, UAE 2012 – 2016

- Upselling and cross-selling: Identifying opportunities to promote additional products or services to customers, increasing revenue and enhancing customer loyalty.
- Resolving billing and payment issues: Assisting customers with billing inquiries, processing payments, and resolving any discrepancies or disputes.
- Training new team members: Conducting training sessions and mentoring new customer service representatives to ensure they possess the necessary skills and knowledge to excel in their roles.
- Staying updated on product knowledge: Continuously updating your knowledge of company products, services.
- Operating cash registers and other point-of-sale systems to accurately and efficiently process customer purchases, including scanning items, totaling prices, and accepting payments.
- Sales Presentations and Demonstrations: Delivering compelling sales presentations and product demonstrations to showcase the value and benefits of your offerings, tailored to the needs of each individual prospect or client.

### OIC | Pharmacy Assistant | Cashier

WATSONS PERSONAL CARE STORE, PHILIPPINES 2009 – 2012

- Assisting with medication dispensing: Preparing prescriptions under the supervision of a pharmacist, accurately measuring and counting medications, and packaging them appropriately.
- Managing inventory: Monitoring stock levels, placing orders for medications and supplies, and ensuring the proper storage and organization of pharmaceutical products.
- Processing prescriptions: Entering prescription information into the computer system, verifying patient details, and ensuring compliance with legal and regulatory requirements.
- Providing customer service: Assisting customers with their inquiries, offering guidance on over-the-counter products, and addressing concerns or issues related to medications
- Counting and reconciling cash at the beginning and end of shifts, ensuring accuracy and maintaining appropriate cash levels in the register.