



GRACE ANN S. QUERIONES

CONTACTS

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📍 Abu Dhabi, United Arab Emirates

PROFESSIONAL SUMMARY

A highly goal-oriented individual with varied work experience in Finance/Banking, Retail/Sales and Hospitality Industry demonstrates his skills to easily adapt to different jobs and professions. A candidate with a strong work ethic who seeks to improve his professional skills, abilities and knowledge in an organization that recognizes the value of hard work and entrusts with responsibilities and challenges.

SKILLS

- Attention to details
- Computer Literacy
- Proficient in Microsoft
- Interpersonal Skills
- Flexibility
- Sense of Urgency

CORE COMPETENCIES

- Leadership
- Customer Service
- Innovativeness
- Business Acumen
- Communication

JOB SPECIFIC COMPETENCIES

- Inventory Management
- Cashiering Skills
- Basic Appraising Skills
- Sales and Marketing

EDUCATION

Bachelor of Science in Tourism Management
Urdaneta City University
2013-2017

LANGUAGES

English | Tagalog

PROFESSIONAL EXPERIENCE

BUSINESS AND CLIENT RELATIONS ASSOCIATE

PJ Lhuillier Group of Companies | March 2021 – Present

- handle the cash fund of the branch - receives, releases, recording and ensures security of the branch's cash fund kept in the drawer. Reviews the daily transactions and conducts daily cash count to ascertain that cash fund is intact.
- process client transactions (remittance, pawning, insurance, and other financial products/services) in the system and provides clerical/administrative support to all branch personnel.
- appraises the item being pawned and ensures that appraisal value is accurate, item is properly sealed, labeled, and signed by client and appraiser and details recorded in the system are complete and accurate.

BEAUTY ADVISOR

Cosmetix Unlimited Inc. | June 2018 - December 2019

- identify customer needs and recommend cosmetics and skin care products based on their preference; cross-sell beauty products, when appropriate.
- ensure proper presentation of products, explain and demonstrate to customers how to use it.

CHECKER

Baguio Country Club Corporation | July 2017 – January 2018

- process customer orders through POS and customer discounts for Senior Citizen, PWDs. handle cash, credit or check transactions with customers; keep reports of transactions.
- issue correct change, receipts, or the customer copy of the transaction.

CERTIFICATES

- Occupational First Aid & CPR with AED Training
Philippine Red Cross | June 2022
- Front Office Services
Technical Education & Skills Devt. Authority | June 2016

ON-THE-JOB TRAINING/ SEMINARS ATTENDED

- Baguio City Tourism Office and Special Events Division
200 Hours | February - March 2017
- Summit Ridge Hotel Tagaytay
200 Hours | April - May 2016
- Pangasinan Tourism and Cultural Affairs Office
200 Hours | April - May 2015
- Anti-Money Laundering Act of 2001 | May 2023
- Branch Operations Training | April 2023
- Introduction to Risk Appetite | January 2023
- Data Privacy Awareness | October 2022
- Introductory to Enterprise Risk Management | October 2022
- Basic Client Service Workshop | October 2021
- Basic Fraud Awareness Training | September 2021
- Elements of Risk Management Process | September 2021
- Hospitality Industry Congress | November 2016
- Basic Customer Service Seminar | April 2015
- International Lecture Workshop | February 2014
- Food Safety Seminar | October 2013
- Leadership Training and Seminar | September 2013