



Ervick San Pedro

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Professional summary

Financial services professional proficient in checking, savings and investment fund accounts and transactions. Assist customers set up new services, move funds and meet any banking need. Excellent verbal and written communication skills combined with open and upbeat nature. Organized, independent employee with strong time management skills. Detail-oriented and learns new task quickly. Possesses excellent memory and attitude for calculations.

Work History

07.2021 - 06.2023

Service Crew

Ikura Japanese, Restaurant - East Village, Singapore, Singapore

- Welcome and greet the customers
- Prepare the tables in order
- Present restaurant menus and help the customers select food/beverage
- Take and serve the orders
- Deal with complaints to take problem with positive attitude
- Operated cash register to take payments and process orders
- Prepared food and beverages within target timeframes.
- Maintained clean and sanitary food preparation areas and equipment.
- Flexibility took on various roles to support workflow.
- Attended to customers with friendly and accurate service.
- Performed daily operating and closing routines, cashing up and inventory checks.

07.2008 - 03.2021

Sales and Service Associates

Philippine National Bank - Manila, Philippines

- Processed daily client transactions including deposits, withdrawal, loan payments, bank transfers and other bill payments
- Accurately maintained records of every transaction and ensured documentations and paperwork are in place and within compliance
- Assist to client queries effectively
- Assisted customers with compromised debit cards and issued new credentials.
- Accessed computerized financial information to answer questions related to specific accounts.
- Built and strengthened customer relationships by leveraging excellent interpersonal and communication skills.
- Completed accurate, high-volume money counts via both manual and machine-driven approaches.
- Removed mutilated currency from circulation
- Turned in excess cash to maintain drawer security
- Sold and cross-sold bank products to new and existing customers
- Explained bank services, financial products and applicable fees to customers
- Audited fellow teller currency to contribute to dual-control procedures
- Counted and packaged currency and coins.
- Assisted customers with setting up or closing accounts, completing loan applications and signing up for new services

07.2007 - 07.2008

Sales Clerk

SM Department Store - Bulacan, Philippines

- Greet customers and ask for their needs
- Take inventory of stocks and restocks merchandise
- Monitored display stock levels, replenishing for consistently well-stocked sales floor
- Guaranteed high levels of customer's satisfaction through product knowledge and attentive services.
- Listened to customer need and preferences to provide targeted advice, increasing sales opportunities.
- Prepared powerful sales proposals, receiving ongoing recognition from department manager
- Provided high-quality support across administrative task of end-to-end sales.
- Carried out back-of-house maintenance, for clear, easy-to-navigate stockroom management
- Updated product labeling and pricing to reflect discount and offers
- Built lasting relationship with clients through customer service interactions.
- Assisted customers with product selection and sales, recommending items to increase transaction value.
- Participated in staff meetings to develop strategies in selling
- Informed customers regarding promos and warranty services to increase sales
- Assisted customers in locating specific items to boost satisfaction
- Maintained knowledge of products and features to provide recommendations to customers.

Skills

- Bill processing
- Food preparation
- Queue management
- Cross selling
- Table setting
- Complaint handling
- Currency exchange
- Cash drawer balancing
- Accounting updating
- Transaction processing
- Cash counting
- Cross-selling expertise
- Financial transactions
- Upselling skills
- Banking operations
- check cashing
- Customer relationship development
- Deposits and withdrawals
- Sales order processing
- Product demos
- Customer service oriented
- Product promotions

Education

Bachelor of Science, Business Administration, Management, Centro Escolar University - Manila, Philippines

Personal Details

Date of Birth: 29/09/1982
: Married
Gender: Male

Nationality: Filipino
Visa Status: Visit Visa