



CHRISTIAN JHON ARANDIA IBANEZ

🏠 *Al Karama, Dubai U.A.E*

☎ *+971-563561240*

✉ *ichristianjhon@gmail.com*

Professional Summary

I am a committed, friendly and hardworking Customer Service Officer/Cashier and Admin Assistant with a passion for providing excellent customer service at all times. In my current role, having the needs of the customer and the reputation of the organization at heart. I have dealt with customers complain and enquiries face to face over the phone and via email.

My excellent customer service and communication skills, combined with my relevant work experience, make me a real asset to any organization that I work for.

Skills

- Time management
- Customer service
- Self-motivated
- Attention to detail
- Communication
- Multitasking

Work History

Customer Service Officer (CSO) cum Cashier

Emirates India International Exchange

September 2017 – November 2023

- Provide support and information to customers, over the counter and by phone by courteous manner at all times
- Quote unit exchange rate, following daily international rate sheets or computer display.
- Follow compliance procedures, company policies and abides by all health and safety guidelines as per company standards.
- Ensuring transactions are completed in an efficient manner with a high level of accuracy.
- Maintains a safe and clean working environment by complying with procedures, rules and regulations.
- Suggest effective ways through which the company can promote its products and services and increase customer satisfaction
- Participate in marketing and awareness campaigns in the company to create an enlarged customer base
- Maintains a cash float and follows balancing and reconciling procedures, prepares daily 'End of Day' sheet at the close of each business day.

Admin Assistant

Global Team Interior Décor and Building Maintenance

April 2014 – July 2017

- Answer incoming calls and respond to customer inquiries in a courteous manner within scope of knowledge and authority and refer to appropriate department.
- Provide assistance to clients in person, on email, or telephonically
- Schedule meetings or telephone conference between the clients and management.
- Make preliminary assessment of important documents, reports, and other materials.
- Manage inventory of office supplies and assist in organizing office activities.
- Handle incoming and outgoing transactions
- Continuously update skill by participating in professional trainings, go for courses as instructed by management and be willing to contribute acquired knowledge to the development of the back.

Personal Information

Nationality - Filipino
Visa Status - Cancelled
Availability - Immediately

Education

Year 2000 – 2003
AMA Computer College of Manila
Diploma In Computer Technology