



# Jeanne Ahrbelle Prado

## EXPERIENCE

February 2023 - Current

**Customer Service Cashier Lulu Hypermarket | Abu Dhabi**

- Provided customer service in a courteous and professional manner.
- Answered customer inquiries via telephone, email and face-to-face contact.
- Resolved customer issues in an efficient and timely manner.
- Assisted customers with placing orders for products and services.
- Provided general administrative support including filing documents, scheduling appointments.
- Managed daily operations of the Customer Service Department.
- Updated internal databases with new account information as needed.
- Monitored inventory levels of products available for sale to customers.
- Communicated information to customers about product quality, value and style.
- Processed payments and updated balances and customer totals.
- Followed up on emailed or web-submitted customer inquiries within standard response times.
- Educated customers on special pricing opportunities and company offerings.
- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.
- Consulted with customers to resolve service and billing issues.
- Greeted customers and provided friendly customer service.

April 2021 - December 2022

**Branch Personnel/Appraiser/Teller PJ Lhuillier | Aritao, Nueva Vizcaya**

- Responsible in processing all the transactions of the clients, Attends to all client's inquiries and concerns, Responsible for monitoring the movement of items in and out of the vault as well as ensuring the safety of all items, Handles sale, recording and reporting of non-pawnshop products, answering questions properly.
- Provided excellent customer service to all customers by answering inquiries and resolving any issues.
- Balanced cash drawer daily and maintained accurate records of transactions.
- Assisted with training new tellers on policies, procedures, products and services.
- Performed basic bookkeeping tasks such as counting currency, verifying amounts and recording transactions in the computer system.
- Ordered cash from Federal Reserve Bank as needed to maintain adequate supply of currency at the branch.
- Verified check endorsements against checks presented for deposit or withdrawal.
- Used a strong knowledge of banking products and services to

📍 Abu Dhabi

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## SUMMARY

Enthusiastic and adaptable professional receptionist with exceptional multitasking abilities and writing skills. Works well as part of a team and communicates promptly and thoroughly with staff and customers. Keeps a tight schedule and manages time in an organized and attentive manner. Enthusiastic Customer Service Cashier with experience developing effective methods of service delivery. Supports company values and prioritizes tasks to meet consumer needs. Possesses good public relations and communication skills to promote repeat business opportunities. Motivated customer service and sales professional seeking increasing responsibility in retail environment. Remarkable leading new employees and maximize team performance. Skilled Head Cashier specializing in sales, service and team leadership. Hardworking employee with customer service, multitasking and time management abilities. Devoted to giving every customer a positive and memorable experience.

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## SKILLS

- Good Communication Skills:  
Equipped with good interpersonal skills to communicate to different kind of people with confidence.  
Knows how to answer proper telephone/phone call
- Leader: Honesty and a clear focus in every challenges
- Computer Proficiency: MS Word, Excel and Power Point
- Customer Service
- Guest Services
- Product Merchandising
- Customer Complaint Resolution
- Cash Handling
- Positive and Professional
- Product Recommendations
- Telephone Management
- Cash Management
- Customer Inquiries
- Customer Relationship Management (CRM)
- Customer Satisfaction
- Product Knowledge

confidently educate customers about features, benefits and pricing.

January 2020 - January 2021

**Hotel Receptionist/Frontdesk Casa de Española** | Aritao, Nueva Vizcaya

- Dealing with bookings, completing procedures when guests arrive and leave, checking the rooms availability and handing out keys, preparing bills and taking payments, taking and passing on messages to guests, dealing with special requests from guests (like booking theatre tickets or storing valuable items), answering questions properly, dealing with complaints or problems.

July 2017 - December 2019

**Cashier/Waiter Magic Pan Café** | Solano, Nueva Vizcaya

- Greeting and serving customers, providing detailed information on menus and multi-tasking various front-of-the-house duties
- Take orders from customers and present them as requested; Checks out customer purchases, receiving, stocking and display of daily products
- Prepares juices and coffee-bar beverages as needed, maintains cleanliness
- Receive payment by cash, check, credit cards, vouchers, or automatic debits
- Issue receipts, refunds, credits, or change due to customers
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change
- Calculate total payments received during a time period, and reconcile this with total sales
- Compute and record totals of transactions.

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## HIGHEST EDUCATIONAL ATTAINMENT

- Date of Birth: 08/01/96
- Age: 26
- Place of Birth: Cabarroguis, Quirino
- Gender: Female
- Religion: Roman Catholic
- Height: 153.01
- Weight: 58
- Citizenship: Filipino
- Mother's Name: Anabella Cabalitan Prado
- Marital Status: Single

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## EDUCATION AND TRAINING

2017

**Bachelor of Science** | Hospitality And Tourism Management Major in Travel

Saint Mary's University, Bayombong Nueva Vizcaya Philippines

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## LANGUAGES

**English:** First Language

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## **CERTIFICATIONS**

- On the Job Training: 150 hours at 24/7 Inn, and AM/PM Lodge Solano, Nueva Vizcaya
- On the Job Training: 300 hours at Mactan International Airport, Mactan Cebu
- National Certificate II in Comercial Cooking (March 2014)