BIANCA ANNE E. CATAPIA

SUMMARY

Focused performer who is committed to quality in every task from personal interaction with co-workers and users to high level of service provided to company/customer Valued contributor who performs confidently and effectively under pressure and thrives on challenge.

CONTACT

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+971 542 490 814

36 A, Al Rigga St. Deira, Dubai UAE

EDUCATION

HOSPITALITY AND RESTAURANT SYSTEM TECHNOLOGY INSTITUTE SERVICE 2016-2018

EXPERIENCE

RETAIL SALES ASSOCIATE JUNE 2022 – JANUARY 2024
SM Department Store, Metro Manila, Philippines

Greet customers as they enter the store, Answer customer questions and assist with request, Execute purchases and returns at the cash register while checking for accuracy, Restock and organize merchandise on the sales floor, Resolve customer complaints and issues in a timely and profession manners.

VAULT CUSTODIAN/ REMIITANCE CASHIER MARCH 2020-APRIL 2022
Villarica Pawnshop, Malabon Philippines

Provides fast and excellent customer service to the customers in a very professional way complying with SGOT Rule (Smile – Greet – Offer – Thank) maintaining both vaults in an orderly manner, assisting staff, general public, attorneys and litigants in retrieving file folders for inspection and copying of documents.

RECEPTIONIST/ ADMIN NOVEMBER 2018 – FEBRUARY 2020
Dusit Thani Hotel, Metro Manila, Philippines

Welcomed guests and clients in friendly, positive manners, Captured and processed client information, entering data into online systems, Met incoming customers with professional approach and provided friendly, knowledgeable assistance.

WAITRESS/ FOOD AND BEVERAGE ATTENDANT JULY 2016-2018
Max`s Restaurant, Metro Manila, Philippines

Cooperate and communicate with all serving and kitchen staff, Always strive towards best customer satisfaction, Practice responsible alcohol services, Handle complaints and concerns of customers.

PERSONAL INFORMATION
Birthdate: July 12, 1996
Place of birth: Manila
Civil Status: Single
Weight: 137 lbs
Height: 5`5

*Reference are available upon request.