

AIRA MAURICE M. CALILUNG

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"Seeking for a challenging position that will allow me to utilize my current skills and grasp new ideas for an enriched development and for a better service, in an ethical way."

SKILLS AND QUALIFICATIONS:

- Computer literate
- Proficient in Microsoft Office (Word, Excel & Power point)
- Excellent in oral and writing communication skills
- Fast learner and willing to work under pressure
- Exceptionally versatile and adoptability
- Exposed and interacted with a wide variety of personality

WORK EXPERIENCE:

SALES ASSOCIATE

Riva Fashion

(May 2021 – April 2022)

- Greets and interacts with customers.
- Consults with customers to understand their needs and preferences related to merchandise.
- demonstrates and explains merchandise, selecting and suggesting options suitable for the customers needs.
- Answers customer's questions about merchandise.

CASHIER/SALES ASSOCIATE

Wear Mart

(April 2019- April 2021)

- Registers sales on a cash register by scanning items, itemizing and totaling customers purchases.
- Resolves customer issues and answers questions.
- Collects payments by accepting cash or charge payments from customers.
- Assisting customers
- Displaying and arranging items.

RECEPTIONIST

Avicenna Medical Center

(December 2018- March 2019)

- Greet and welcome guests as soon as they arrive at the office
- Direct visitors to the appropriate person and office
- Answer, screen and forward incoming phone calls
- Provide basic and accurate information in-person and via phone/email
- Receive, sort and distribute daily mail/deliveries
- Maintain office security by following safety procedures and controlling
- Setting guests appointments, filing, record keeping and other office tasks
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges)
- Update calendars and schedule meetings

CUSTOMER SERVICE ASSISTANT

Araneta Coliseum

(July 2015 - September 2015)

- Assist customers in making decisions that will save them money in their purchases o Provide help to customers by offering advice whenever necessary.

SUPERMARKET CASHIER

The Landmark Corporation

(September 2015 - October 2015)

- Collects cash and/or validations and maintains security of cash
- Makes change and issues receipts or tickets to customer for each transaction.
- Computes or re-computes bill from ticket showing amount due per customer.
- Operates cash register after time calculation (manually or by machine), calculates cost or transaction and displays cost of customer transaction on cash register.
- Verifies log of shift transactions against revenue on hand.
- Compiles collected revenue during the day once a predetermined amount Of money has been collected.
- Record amounts received while preparing shift report of transactions.

TREASURY STAFF

The Landmark Corporation

(October 2015 -June 2016)

- Perform treasury assistant functions and activities to the treasury department.
- Assist and support treasury staff in physical cash counting activities.
- Check, inspect and verify daily cash transactions.
- Inspect, investigate and resolve discrepancies in cash transactions.
- Document all cash transaction activities.
- Perform opening and closing of cash daily.

CINEMA TICKETSELLER

SM City Pampanga (July 2016 — November 2018)

- Collects cash and/or validations and maintains security of cash.
- Makes change and issues receipts or tickets to customer for each transaction.
- Computes or re-computes bill from ticket showing amount due per customer.
- Preparing shift report of transactions.

SEMINARS AND TRAININGS:

- LIVING A CULTURE OF SERVICE EXCELLENCE
Disney Institute (April 2017)
- THE BIG 3 HABITS OF OPERATIONS EXCELLENCE
SM City San Fernando (September 2016)
- CUSTOMER MANIA PLUS
Araneta Coliseum (July 2015)
- LEADERSHIP SEMINAR & TRAINING PROGRAM FOR THE YOUTH
San Vicente National H.S (October 2008)

EDUCATIONAL BACKGROUND:**TOURISM MANAGEMENT**

Intercontinental School of Business & Information Technology
Guagua, Pampanga
March 2015

PERSONAL INFORMATION:

Gender : Female
Age : 28 years old
Date of Birth : September 17, 1995
Visa Status : Tourist Visa
Civil Status : Married
Citizenship : Filipino (Philippines)
Religion : Catholic
Language : English, Filipino

I hereby certify that all information are true and correct to the best of my knowledge and beliefs.