

SHARLENE.C.MAGUINDANAO



CONTACT



Dubai , UAE



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PERSONAL INFORMATION

Date of birth: 16th Feb 1992

Gender: Female

Nationality: Filipino

Visa status: Employment Visa

Languages known: English, Tagalog

SKILLS

- Customer Transactions.
- Data Entry
- Refund and Exchange processing.
- Computer skills
- Communications
- Product Knowledge.
- Problem Solver.
- Cash Handling.

To continue learning and be dynamic in a field of work, and to be able to use my acquired knowledge and skills in a position where I can be efficient and effective.

Experience

Dec 2019 to Present

Sales Assistant Emirates National Oil Company LLC, Dubai

- Provides customer service, promoting and upselling store products.
- Accurate and efficient handling of all point of sale transactions either card or cash transaction and reconciliation.
- Provide excellent face to face sales and support service to all customers.
- Stay up to date with merchandise, especially new products
- Updates managers by consolidating, analyzing, and forwarding daily action summaries.
- Monitor sales expenses by analyzing, tracking, and summarizing expenses
- Input invoice and bill-back data.

Oct 2016 to November 2018

Cashier Texas Chicken / First Food Services Dubai

- Assisted customers with sales transactions accurately and efficiently, including cash, check, card and layaway payments.
- Created a world-class experience for customers using top-notch communication skills.
- Completed daily cash and credit sales reports for supervisors and store managers.
- Maintained the cleanliness and order of checkout areas on an hourly basis.
- Balancing the cash register and generating reports for credit and debit sales.
- Taking to go orders personally and in drive thru areas.
- Informing customers of current deals and promotions.
- Projected a friendly and professional personality to 200+ customers on a daily basis.

- Mathematics.
- Time Management.
- Team Work.
- Patience.

SEMINARS & TRAINING ATTENDED

- **Basic Food Hygiene**
 - Held at ENOC Training site, Dubai, UAE January 26, 2020.
- **Basic Fire Fighting and Safety Protection**
 - Held at Dubai Civil Defense, Dubai, UAE February 2017.
- **Good Hygiene Practice**
 - Held at Ajman Public Health, Ajman, UAE August 2017
- **Practicum (Food and Beverage Service)**
 - Held at Molave Hotel, Tagum City August 2013
- **Practicum (Front Office Service)**
 - Held at University of Mindanao April 2011

EDUCATION

2013-2014

**University of Mindanao Tagum
College**

Arellano St., Tagum City

Bachelor of Science in Hotel and
Restaurant Management

2007 – 2008

**Tagum City National
Comprehensive**

Mankilam, Tagum City

High School

Dec 2014 to June 2016

**Sutherland Global Services Jacinto Extension,
Davao City**

- Solving customer billing issues and provide solutions that could save customer cost.
- Evaluating customer request and complaints and providing solutions and advice to callers
- Solving minor technical problems through phone calls and scheduling visit with technicians.
- Works with clients to identify business challenges and solutions.
- Undertaking short-term or long-term projects to address a variety of issues and needs
- Conducts market research and competitive analysis to identify growth opportunities

CHARACTER REFERENCE:

Ms. Winnie Aloo Obiero

Supervisor

Emirates National Oil Company

Dubai, United Arab Emirates

0522079857

**I hereby certify that the above information is
true and correct to the best of my knowledge
and belief.**

SHARLENE C. MAGUINDANAO