



# JOEMAR ROSS BALIGUAT

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Dependable and efficient individual with over 4 years of experience in toll/counter teller/cashier, sales staff role, seeking to contribute my skills in transaction processing, customer service, sales and cash management at your company. Adept at handling high-volume transactions with accuracy, resolving customer inquiries, and maintaining a balanced cash drawer. Dedicated to providing a positive customer experience and supporting team success. Dedicated to ensuring guest satisfaction through efficient service and anticipating customer needs.

## AREA OF EXPERTISE

Customer Service & Admin  
Cash Handling & receiving

Time Management & Multitasking  
Team Collaboration

Adaptability and Flexibility  
Fast Learner

## KEY ACHIEVEMENTS

- **Customer Satisfaction Improvement** - We've implemented new customer service strategies that resulted in a measurable increase in customer satisfaction scores or positive feedback.
- **Service Excellence Awards** - I've received recognition for consistently as employee of the month delivering exceptional service and exceeding customer expectations, before I decided to let go my previous job

## PROFESSIONAL EXPERIENCE

### Toll Collection Teller / Cashier - Startollway Corporation

July 2022 - June 2024

- Accurately handle cash, checks, and electronic payments, ensuring correct amounts are received and issued.
- Balance cash drawer at the beginning and end of each shift, maintaining accurate financial records.
- Prepare daily cash reports and reconcile discrepancies.
- Customer Service by provide information and assistance to motorists, addressing any questions or concerns regarding toll rates, directions, or related inquiries.
- Provide clear and helpful information to motorists regarding toll rates, directions, and any other inquiries.
- Address and resolve any discrepancies or issues that arise during transactions, escalating to a supervisor if necessary.
- Verify and process electronic toll payments and pre-paid toll accounts.
- Maintain accurate records of toll transactions, including daily summaries and reports.
- Adhere to all company policies, procedures, and safety regulations, including handling emergency situations effectively.
- Operate electronic toll collection systems and other related equipment efficiently.
- Follow all company policies, procedures, and safety regulations, including handling emergency situations effectively.
- Adhere to state and local regulations regarding toll collection and cash handling.

## PROFESSIONAL EXPERIENCE

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### Store Cashier & Retail Sales Staff - EC Town Center

May 2021 - June 2022

- Greet customers as they enter and leave the store.
- Provide assistance and answer questions about products, services, and store policies.
- Resolve customer complaints in a courteous and professional manner.
- Scan and bag items accurately and efficiently.
- Handle cash, credit/debit card transactions, and other forms of payment.
- Issue receipts, refunds, credits, or changes due to customers.
- Maintain a clean and organized checkout area.
- Balance the cash register at the beginning and end of each shift.
- Promote store loyalty programs and special offers.
- Assist with stocking shelves, organizing displays, and restocking merchandise.
- Adhere to all store policies and procedures, including those related to safety and security.
- Monitor product inventory levels and collaborate with the purchasing department to maintain adequate stock.
- Conduct regular inspections of shelves, refrigerators, and displays to ensure cleanliness and organization.
- Assist customers in locating products and provide information on product features, pricing, and availability.
- Collaborate with team members to achieve sales goals and maintain a positive working environment.
- Follow safety and sanitation guidelines to maintain a clean and hazard-free work area.
- Maintain cleanliness and organization of aisles, shelves, and storage areas.

### Customer Service Teller/Receptionist - Cebuana Lhuillier

January 2020 - April 2021

- Assisting customers with exchanging currencies, providing information on exchange rates, fees, and services offered.
- Counting and verifying currency accurately to ensure transactions are conducted smoothly and securely.
- Adhering to regulatory requirements and internal policies regarding currency exchange transactions, including verification of customer identification and reporting large transactions.
- Maintaining accurate records of transactions and balancing cash drawers at the end of each shift.
- Resolving customer issues or discrepancies related to currency exchange transactions.
- Promoting additional services such as traveler's checks, prepaid cards, or other financial products offered by the institution.
- Greet visitors and customers in a courteous and professional manner. Manage incoming and outgoing mail and packages.
- Maintain a tidy and organized reception area.
- Work collaboratively with colleagues across departments to resolve customer issues and improve service delivery.
- Communicate effectively with management regarding customer feedback and operational issues. Support other team members during peak periods or special projects.
- Provide information on company services, and promotions.

## EDUCATION

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### Bachelor's Degree

University of Batangas

- BS criminology

## ADDITIONAL INFORMATION

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- **Languages:** English, Filipino