

SHEILA B. CALOPEZ

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OBJECTIVE

To apply my skills and experience in my previous works and to contribute excellence and achieve professional growth. I am a detail-oriented and dependable individual with strong organizational abilities and a keen eye for detail, thriving in fast-paced environments.

EXPERIENCE

July 19, 2017 – August 31, 2024

Frontline Associate/ Teller | Vantage Financial Corporation | Philippines

Provide customer service, handle transactions, manage accounts, maintain cash accuracy, follow security protocols, promote products, ensure compliance, resolve complaints, support operations, and collaborate with the team.

October 03, 2016- February 10, 2017

Cashier Clerk | Spark Motor Corporation/ Hyundai | Philippines

Handle customer payments, process transactions, issue receipts, manage cash, and provide friendly service at Spark Motor Corporation/Hyundai.

August 19, 2014- April 01, 2016

Cashier, Appraiser | Feroce Pawnshop & Money Changer -Sub Agent: Ticketing, Western Union | Philippines

Managed cashier duties, appraised pawned items, processed money exchanges, and handled ticketing and Western Union transactions at Feroce Pawnshop & Money Changer and ensuring accurate transactions and providing excellent customer service.

November 07,2007- May 09,2014

Cashier, Vault Custodian, Appraiser | Dalton Pawnshop & Jewelry | Philippines

Managed cashier responsibilities, oversaw vault security and transactions, and accurately appraised jewelry and pawned items at Dalton Pawnshop & Jewelry, ensuring efficient

operations and excellent customer service.

EDUCATION

Bachelor of Science in Information Management

Notre Dame of Midsayap College - 2007

Midsayap, North Cotabato, Philippines

Secondary Education

Dilangalen National High School - 2003

Primary Education

Dilangalen National High School - 2003

QUALIFICATION AND SKILLS

Educational Expertise Good Communication

manage financial operations and ensure secure transactions.

Skills

My effective communication skills involve clearly conveying information, actively listening, resolving conflicts, and building positive relationships with customers and colleagues. These abilities help ensure smooth operations, enhance teamwork, and improve customer satisfaction in the workplace.

Time Management

Effective time management for me involves prioritizing tasks, meeting deadlines, and efficiently balancing multiple responsibilities. This skill enhances my productivity, reduces stress, and ensures that I complete work assignments on time.

Adaptability

Adaptability is my ability to adjust to new situations, embrace change, and quickly learn new skills or processes. This essential skill allows me to effectively manage unexpected challenges, collaborate with diverse teams, and thrive in dynamic work environments.

Other Skills

Cash handling, customer service, transaction processing, item appraisal, and vault management, which equip me to efficiently

Computer Literate (Word and Excel)
I demonstrate integrity, reliability, empathy,

CERTIFICATE AND TRAINING

Appraiser Training

Yusepeng Compound, General Santos City
June- July 2011

Pawnshop Briefing/ Money Laundering Law

Tierra Montana Hotel, General Santos City
February 16 2012

Customer Service Training

Bula Road, Bula general Santos
City October 26, 2013

PERSONAL INFORMATION

Birth Date: June 19, 1986

Citizenship: Filipino

Civil Status: Single

Religion: Christian

Language Spoken: English I Tagalog

PERSONAL INFORMATION

Available if required.

resilience, proactiveness, open-mindedness, and
accountability in my work.