

JOCELYN FLORES MONES

Ras Al Khaimah, U.A.E

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Career Objective

To build career in a growing organization, where I can get the opportunities to prove my abilities by accepting challenges, fulfilling the organizational goal and climb the career ladder through continuous learning and commitment.

Working Experience

KHOZAM MEDICAL CENTER LLC – Ras Al Khaimah, UAE

➤ **Receptionist cum Secretary (September 13, 2020 to Dec. 15, 2021)**

- Greeting and welcoming patients, entering and updating patient information in the system in a timely and accurate manner.
- Answering phone calls in a prompt and polite manner and scheduling daily appointments as needed.
- Updating and recording daily nurse percentage in the system and preparing monthly income report.
- Ordering medical supplies from the supplier and checking expiration date of medicines/supplies and conducting weekly inventory.
- Collecting payment and performed additional duties as assigned.

MAJID AL FUTTAIM HYPERMARKET LLC – Ras Al Khaimah, UAE

➤ **Business Cycle Clerk (October 2017- May 2019)**

- Preparing the daily Automatic and promotion orders extracted from GIMA to all department section for foods, market, light household, heavy household and textile.
- Creating LPO for Home deliveries from CSI and GIMA.
- Making the daily extraction of zero stock, stock value and labeling survey in daily basis.
- Creating regular and automatic orders through GIMA and sending to the suppliers.
- Control the coherence of the ordering parameters.
- Conduct periodic audit in the warehouse and selling area, as well as the control points for section managers in standard management file.
- Making an order pool analysis within the previous day and its total purge of the day.
- Re fax or send emails all the orders that has been done for the day.

➤ **Customer Service Officer (August 2017- October 2017)**

- Ensure to maintain a positive, polite, and professional attitude all the times for serving each customer in order to create a memorable customer experience.
- Ensure that all customer complaints and queries are being handled with the outmost courtesy and professionalism.
- Processing refund and exchange transaction from customers according to the company rules.

➤ **Main Safe/ Treasury Clerk (November 2013- August 2017)**

- Ensure the availability of change at all times
- Maintaining the cash in the vault room area balance and accurate.
- Ensure that the cash deposit is counted dually.
- Reconcile all the deposited tenders of the previous day sales.
- Ensure that all tenders, change and relevant documents are kept in the appropriate safe.

➤ **Cashier** (March 2013- November 2013)

- Count the money in cash drawers at the beginning of shifts to ensure that the amounts are correct and that there is adequate change.
- Received cash, credit card and gift voucher transaction.
- Dispense correct change.
- Being efficient, friendly and have good manners while communicating with customers.

❖ **NATIONAL BOOKSTORE INC.** – North Avenue, Quezon City, Philippines
Cashier(April 27, 2012 – September 22, 2012)

❖ **LANDMARK CITY SUPER INC**– Trinoma, Quezon City, Philippines
Cashier(September 06, 2011 – February 05, 2012)

❖ **SM DEPARTMENT STORE**- Ayala Center, Makati City, Philippines
Cashier(September 06, 2010 – December 25, 2010)

❖ **ISETANN DEPARTMENT STORE**– Cubao, Quezon City, Philippines

Stock Clerk(March 10, 2010 – June 15, 2010)

- Fill requisition, work orders or request for materials, tools or other stock items.
- Received merchandise and marking it with codes to be identified, stocking shelves and helping customers place orders.
- Monitoring the availability of stocks in warehouse and selling area.

Stocker(June 18, 2009- March 03, 2010)

- Compile inventory balances and price list.
- Stock merchandise on racks or shelves, identify damage, loss or surplus of goods and materials stored in the warehouse.

❖ **JOLLIBEE FOOD CORP.** – Santiago City, Isabela, Philippines
Smart Crew(August 2007 – February 2008)

- Preparing the party area when a party has been booked and assisting kids during their activities.
- Provide helpful answer to queries or questions by customers.

❖ **LONG BEACH MARINA SEAFOOD RESTAURANT**- Marina bay, Singapore
Restaurant Trainee / Crew(January 11, 2006 – July 11, 2006)

- On the Job Training

EDUCATIONAL BACKGROUND

Bachelor of Science in Hotel and Restaurant Management
Isabela State University (2003 – 2007)

PERSONAL DATA

Nickname: Celyn
Nationality: Filipino
Date of Birth: July 5, 1986
Passport No: P3992953B
Height: 5'3"
Weight: 116 lbs.

CHARACTER REFERENCES:

Ms. Maryam Al Teneji
Contact Number:

Business Cycle Manager, Majid Al Futtaim Hypermarket
07 2027815

Fatima Al Shehhi
Contact Number:

HR Manager, Majid Al Futttaim Hypermarket
07 2027801

I certify that the aforementioned information written is true and correct and I agree that any false information stated will be ground for my disqualification.

Applicant's Signature