

ZULAIKHA S.MORSAL

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Al Satwa Dubai UAE

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Position Applied for: Customer Service

CAREER OBJECTIVE

To excel in a position by applying my professional experience and strive towards fulfilling the responsibilities assigned to me. I can perform well my fields, and I assure to uphold your quality standards, policies and procedure.

STRENGTHS

- An easy and quick to teach and learn person and can adapt easily to changes and new environment
- Self-motivated and organized
- A strategic and disciplined team player who enterprise to cause gainful changes
- Very good at endearing people's goodwill

WORK EXPERIENCE

Chowking National Highway Branch, Philippines

Nov 2018 – Dec 2019

Customer Service

Jollibee Lagao Branch, Philippines

Feb 2017 – Aug 2018

Cashier

- Greet the customers entering into organization
- Handling all the cash transaction of an organization using POS(point of sale) & VeriFone Machine
- Receive payment by cash &, credit card etc.
- Checking daily cash accounts
- Providing training and assistance to new joined cashier
- Maintaining monthly, weekly and daily sales report of transactions using Microsoft excel
- Received mail, products etc.
- Management of petty cash transactions.
- Controlling credit and ensuring debtors pay on time.
- Greet customers warmly and ascertain problem or reason for calling.
- Follow communication procedures, guidelines and policies

ACHIEVEMENTS

- Math mentor Awardee
- Athletic Of The year
- Mutya ng Lun Padidu 2016
- Miss Sining At Kultura 2018
- Mutya Ng Malapatan 2018
- Miss Up-Size (Certificate/Award) given to me from my previous work)
- Senior Scout Member

- Most Active
- Honor Student

PERSONAL REFERENCE

CITIZENSHIP	:	Filipino
GENDER	:	Female
DATE OF BIRTH	:	20 November 1998
STATUS	:	Single
VISA STATUS	:	Tourist Visa
LANGUAGES	:	English, Tagalog

PERSONAL SKILLS

- Attentive to detail and an excellent listener
- Good memory of names, places and people
- Excellent time management
- Moral work ethic-time conscious and reliable
- Excellent communication skills-both written and spoken
- Innovative mind set for increase in customer satisfaction

Key Skills and Competencies

- Excellent command of the English language.
- Able and willing to work varying shifts including weekends and holidays.
- Building a rapport and relationship with customers, suppliers and colleagues
- Ensuring that visitors enjoy relationship with organisation
- Extensive knowledge of organisation's goals, activity, mission and vision.

EDUCATIONAL ATTAINMENT

**Bachelor Of Arts Major In Political Science
(Undergraduate)**

(Was Taking up Bachelor Of Science in Tourism Management for 2 years but decided to shift and take prelaw).

Motto: "Train & Gain"

DECLARATION

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

Zulaikha S.Morsal
