

JERLYN A. DAMUAG

118 Fab Bldg. Al Muwaiji Al Ain, Abu Dhabi United Arab Emirates

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OBJECTIVE

A trustworthy employee with over seven years experience processing sales and payments in a fast-paced work environment. Adaptable and willing to step in wherever needed. Known for a strong work ethic, excellent communication skills, and the ability to deliver a high quality service such as;

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|---|----------------------|
| *Able to prioritize task in a high volume environment | *Detailed Oriented |
| *Pleasantly deal with customer to ensure satisfaction | *Positive Attitude |
| *Resolve customer complaints, guide them and provide relevant information | *Efficiency |
| *Interpersonal communication/written and verbal communication | *Telephone Etiquette |
| *Microsoft Office such as Word, Excel, Outlook, PowerPoint | |

WORK EXPERIENCE

CASH DESK CLERK/CUSTOMER SERVICE (4 YEARS) ABU DHABI CO-OPERATIVE SOCIETY-ZHAKER SPAR BRANCH

From October 12, 2015 to September 26, 2019
AL AIN, Abu Dhabi UNITED ARAB EMIRATES

Responsibilities Include:

- Ensure that each customer receives outstanding service by providing a guest-friendly environment, including greeting and acknowledging with solid product knowledge.
- Find prospects and leads. Complete all sales transactions and maintain proper cash and media accountabilities at POS registers accurately and efficiently.
- Up-sell when appropriate.
- Involved in selling products, good service to customer and clients.
- Receive payment by cash, check, cards, vouchers, and automatic debits.
- Issue receipts, refund, credits of change due to customer.
- Count money in cash drawers at the beginning of shift to ensure that amounts are correct and adequate.
- Maintain clean and orderly checkout areas.
- To balance every transaction at end of the shifts.
- Establish or identify price of goods, services, or admission and tabulate bills using calculator, cash register, or optical price scanners.

BRANCH ASSISTANT/TELLER (3 YEARS AND 2 MONTHS) MLHULLIER FINANCIAL SERVICES - BRANCH PAGADIAN 3

From October 05, 2010 – December 17, 2013
Pagadian City, Zamboanga del Sur, Philippines

Responsibilities Include:

- With a high level of customer service, to assist the customer with their transaction.
- Responsible for handling money on daily basis and submitting daily sales report.
- Check the back-up data daily.
- Sorting, filing documents and maintain the cleanliness of my area.
- Making branch report daily. Weekly, monthly, and yearly.
- Encoding of sales, incoming sales.
- To assist the manager.
- To maintain target sales every day.
- Checking daily and monthly expenses.
- Answering telephone and phone calls.
- Petty cash fund custodian.
- Checking balance report every end of the day before the branch close.
- Prepare billing statement.

FRONT LINE ATTENDANT/CASHIER
UNICHAN INCORPORATED-JOLLIBEE GAISANO BRANCH

Part-time From May 15, 2009 – November 10, 2009
Pagadian City, Zamboanga del Sur, Philippines

Responsibilities Include:

- To entertain the customer very well in standard procedure.
- Take their orders.
- To maintain the target sales daily.
- To balance the transaction every end of the day.

BILLING STAFF (ON THE JOB TRAINING)
GOVERNMENT SECURITY INSURANCE SYSTEM (GSIS)

From October 2008 - March 2009
Pagadian City, Zamboanga del Sur, Philippines

Responsibilities Include:

- Sorting, filling and verifying of incoming documents,
- Sort and scan cleared inter branch check.
- Assisting walk-in clients for their daily activities.
- Prepare billing statement .More in posting.

EDUCATIONAL BACKGROUND

COLLEGE: SOUTHERN MINDANAO COLLEGE
Bachelor of Science in Commerce
Major in Management – 2005-2009
Pagadian City, Zamboanga del Sur, Philippines

SECONDARY: SANTA LUCIA ANNEX NATIONAL HIGH SCHOOL
Pagadain City, Zamboanga del Sur, Philippines
2001-2005

ELEMENTARY: DUMAGOC ELEMENTARY SCHOOL
Pagadian City, Zamboanga Del Sur
1995 – 2001

PERSONAL DATA

Date of Birth	:	November 05, 1988
Age	:	31
Sex	:	Female
Height	:	5'3
Nationality	:	Filipino
Civil Status	:	Single
Language	:	English

REFERENCES:

Mr. Abdel Hameed

Branch Manager
Spar Zhaker Branch Makani Mall
Abu Dhabi Co-Operative Society
Mob. No. 056-462-1999
Tel. +97137374971

Mr. Mohamed Aslam

Branch Supervisor
Spar Zhaker Branch Makani MALL
Abu Dhabi Co-Operative Society
Mob. No. 055-194-0048
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