

**PRETTY LYN D. GAPO**

Room 307, Binshabib Bldg., Al Muraqqabat, Deira Dubai

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**QUALIFICATIONS**

* Efficient on resolving inquires and complaints professionally and to prioritize issues.
* Experienced on dealing with data from maintaining account information to generating reports.
* Handy of using such as Microsoft office and excel to create reports and carry out administrative tasks.
* Effective on achieving results with accuracy and precision.
* Proficient on dealing with people.

**SKILLS**

* Active Listening
* Communication skills
* Computer skills
* Customer service
* Interpersonal skills
* Management skills
* Problem solving
* Time management
* Transferable skills
* Attention to detail
* Numeric aptitude

**WORK EXPERINCE**

**SPRYNESS IMMIGRATION SERVICES L.L.C**

**IMMIGRATION CONSULTANT-** Dubai (May.2020-present)

Duties & Responsibilities

* Keeping up-to-date with alterations to immigration laws.
* Meeting with prospective and extant clients to gauge which services they require.
* Providing clients with all pertinent documentation.
* Assisting clients with the completion of paperwork, and ensuring that this is submitted on time
* Preparing and providing invoices for every services.

**CEBUANA LHUILLIER RURAL BANK INC.**

**TELLER/VAULT CUSTODIAN –** Philippines (Sep.2018-Feb.2020)

Duties & Responsibilities

* Serves customers by completing account transactions.
* Provides account services to customers by receiving deposits and loan payments, issuing savings withdrawals.
* Answers question in person or on telephone and refers customers to other bank services if necessary.
* Records transactions and preparing currency transaction reports.
* Cross-sells bank products by answering inquiries, informing customers of a new services and product promotions, ascertaining customers’ needs, and directing customers to a branch representative.
* Maintain customer confidence and protects bank operations by keeping information confidential.
* Contributes to team effort by accomplishing related results as needed.

**OPPO PHIL**

**SALES REPRESENTATIVE -** Philippines (Apr.2018-Aug.2018)

Duties & Responsibilities

* Meeting or exceeding sales goals.
* Negotiating all contracts with prospective clients.
* Preparing weekly and month reports.
* Understanding and promoting company programs.
* Answering client questions about credit terms, products. prices and availability.
* Follow up clients and potential clients to evaluate needs or promote products and services.

**BANCO DIPOLOG**

**On The Job Training -** Philippines (Nov.2017-Feb.2018)

Duties & Responsibilities

* Research applicant credit status and current financial position.
* Prepare and maintain all paperwork for existing and new loan disclosure
* Understand what type of loan did clients needs.
* Assist every transaction regarding loan processing.
* Answering calls and responding customer inquiries.

**3J’s BAKESHOP**

**HEAD CASHIER**

Zamboanga Sibugay, Philippines (Apr.2015-March.2017)

Duties & Responsibilities

* Oversee cash transactions.
* Resolve cash tills at the end of every shift.
* Maintain a positive work environment.
* Communicate clearly and openly with customers.
* Provide efficient and accurate sales.
* Listen to customer complaints and questions.

**EDUCATION**

**Bachelor of Science in Business Administration Major in Marketing Management.**

DR. AURELIO MENDOZA MEMORIAL COLLEGES

Zamboanga Sibugay, Philippines

March 2018

**PROFESSIONAL SUMMARY**

* Well experienced and accomplished a variety of tasks, such as giving quotes, assisting customers, updating records, handling financial securities and preparing various financial forms. Emphasized problem solving abilities, strong math skills, good communication skills and being oriented towards customer satisfaction.

**PERSONAL INFORMATION**

Visa Status : Visit Visa

Date of Birth : June 20, 1997

Age : 23

Sex : Female

Civil Status : Single

Citizenship : Filipino

Languages : English & Tagalog

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

PRETTY LYN D. GAPO