

# JOAN T. GARCIA

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Birthday: November 30, 1990



## ***Objective:***

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To be a part of company that indulges professional growth which provides challenging and rewarding career while allowing me to utilize my knowledge and skills.

## ***Skills:***

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- Capable for analyzing and solving problems.
  - Good communication skills both (written and oral)
  - Doing work with timely manner.
  - Responsible for all tasks assigned.
  - Strong leadership and organizational skills.

## ***Educational Background:***

### **Bachelor of Science in Information Technology**

ACLC College

Gil Carlos St. Baliuag, Bulacan, Philippines

2010

## ***Working Experience:***

### ***Dubai Driving Center***

***September 2016 Up to Now***

Assistant Branch In –charge, Customer Service Executive, Cashier, Receptionist

Dubai United Arab Emirates

## ***Job Role:***

- Greet clients, visitors, and guests as they enter into office.
- Provide information regarding products or services of the company about license.
- Answer telephone calls and transfer calls to appropriate person.
- Class booking and Test booking.
- Giving exact information on how to open file license.
- Operating the cash register and handling cash transactions with customers.
- Maintain operational standards to provide an excellent working environment for employees in behalf of the manager.
- Resolve customer complaints promptly and efficiently.

***Marco Barocco, Gio Ferarri, Bugatti***  
***May 2012-2015***

Sales lady cum Cashier  
Dubai United Arab Emirates

***Job Role:***

- Greeting customers, responding to questions, improving engagement with merchandise and providing outstanding customer service.
- Operating cash registers, managing financial transactions, and balancing drawers.
- Provide information regarding prices and after sales services and ways in which the latter can be obtained.
- Create sales reports, detailing all transactions made in a day for the purpose of informing the management of individual sales progress.
- Demonstrate product knowledge.
- Counting the money, separating card slips.

***Social Security System***  
***April 2010-2012***

Encoder  
Ermita Manila Philippines

***Job Role:***

- Accurately and efficiently encode all the data that needs organizing and recording.
- Organize and maintain original paper evidence.
- Assure files are properly prepared and saved to backup drives.
- Transcribe, scan or photocopy hard copy documents and forms as needed.
- Perform any other office tasks that management requires assistance with (sending emails, answering phones, etc.)
- Report any major errors or inconsistencies to upper management.

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

**JOAN T. GARCIA**  
Applicant