

JACQUELINE LADESMA MADELOZO

Address : 2nd December Street, Al Satwa Dubai, U.A.E.

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Profile:

A graduate of Bachelor of Science in Elementary Education. A goal oriented, hardworking, reliable person and is eager to learn new set of skills and face challenging tasks. I am also a fast learner and an effective team player.

Career Objective:

To acquire a position in a company where I can utilize my skills and develop my knowledge for organizational and personal growth. Willing to work fulltime and extended time.

Summary of Qualification:

- ✚ (4) four years of work experience in providing compassionate cashier and customer service.
- ✚ Handles pressure calmly with open mind to new ideas and knowledge.
- ✚ Dedicated and passionate to provide consistent assistance to the customer's and fulfill the job responsibilities in an effective manner.
- ✚ Well-versed in collecting payment for customer's purchases.
- ✚ Proven ability to operate a cash register and manage drawer.
- ✚ Demonstrated ability to responded and resolved customer's request and concerns.
- ✚ Able to assist customer's with purchases and answers product related questions.

Work Experience:

Cashier / Customer Service

ALL DAY SUPERMARKET

JBR / Medyan South, Dubai, U.A.E.

September 22, 2019 – September 22, 2021

Job Description:

- Accommodate customers in polite, cheerful manner while assisting through the ordering payment process
- Follow proper cash control to balance cash accurately with transactions
- Maintain good communication with managers and team member
- Speak clearly and listening attentively while communicating to the customer
- Any other tasks as assigned from time to time by any manager
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer
- Provide accurate, valid and complete information by using the right methods/tools
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions

Cashier / Encoder

Bonanza Fashion

Burjuman, Dubai, U.A.E.

June 27, 2017 – July 27, 2019

Job Description:

- Assist co-workers with sales, return and inventory control processes
- Maintain and awareness of key fashion trends and product knowledge in order to assist customers with purchase decision of necessary
- Assist customers over phone and check out with sales, returns and other transactions while delivering amazing customer service
- Open to working in various departments throughout the shops
- Assisting customers with their purchases, including question, making recommendations and locating merchandise
- Work as team with other cashiers, store supervisor
- Counted the money given by the customer and ensured that change is accurate, if there is any
- Instructed the cashier assistant on proper arrangement of products in plastic bag
- Inspected the receipts presented by clients for exchange items and ensured that items to be replaced do not exceed that amount of the receipt
- Facilitated the customer's request regarding changed or damaged items

Educational Background:

College Graduate : **Bachelor of Science In Elementary Education**
UNIVERSITY OF BOHOL
Tagbilaran City, Bohol, Philippines
2010 – 2014

Personal Information:

| | | |
|-----------------|---|--------------------------------------|
| Nationality | : | Filipino |
| Age | : | 28 years old |
| Date of Birth | : | October 07, 1993 |
| Place of Birth | : | Garcia Hernandez, Bohol, Philippines |
| Gender | : | Female |
| Marital Status | : | Single |
| Languages | : | English, Tagalog |
| Passport No. | : | P7237586B |
| Passport Expiry | : | July 20, 2031 |
| Visa Status | : | Finished Contract (Cancelled Visa) |

Declaration:

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

JACQUELINE LADESMA MADELOSO
Applicant