**JELLESE ANNE RAFON ALMAREZ**

Bur Dubai, Karama

Dubai, UAE

Mobile No. +971589167316

**Email Address:** annejhelly03@gmail.com

**CAREER OBJECTIVES:**

I am seeking a new and challenging role within an ambitious and successful team and that will enable me to make an effective contribution to the organization while continuing my own career development.

**STRENGTH OF QUALIFICATION:**

* Ability to develop a strong relationship with co-workers
* Interpersonal and strong adapting skills
* Cooperative and enthusiastic
* Fast learner and can work under pressure and multitasking jobs.
* Having good customer service skills and organizational skills
* Hard working and self discipline
* Proficient in communication skills

**PROFESSIONAL EXPERINCES:**

**BAKERY HELPER (PRODUCTION STAFF)**

**Al Quoz, Dubai UAE**

**November2017-June 2020**

**Multitasking skills**

Working in a fast-paced environment like in a production we often juggle multiple tasks at the same time such as; making dough for the cookies and set it for about 1kg per pack and chilled it within 24hrs. We also do pastry and cakes design. We are not only stay in one department and do one job but we also do other items.

* We know how to follow recipes and maintain proper hygiene when handling food items
* When customers order cookies, cakes, or bread, we package these baked goods and make sure that packaging is secure, presentable, and neat.
* When we do the packaging we count and sort baked goods.
* We inspect and sort food items and also decorate baked goods. This requires careful attention to detail and a keen eye for presentation.
* Sometimes we help prepare products for the head baker. This often includes preparing icings and toppings, cutting fruit, removing baked goods from the oven, and mixing ingredient
* Since they handle food we maintain a sanitized workplace. This includes cleaning the work area, wiping surfaces, and washing utensils after use.
* Maintain proper hygiene when handling food items

**RETAIL SALES ASSOCIATE**

**SM South mall(Department store)**

**Las Piἠas City, Philippines**

**January 2015- August 2017**

* Greet and receives in a welcoming manner.
* Serve customers by helping hem select products.
* Drives sales through engagement of customers, suggestive selling, and sharing product knowledge.
* Responds to customers questions
* Direct customers by escorting them to racks and counters.
* Provides outstanding customers service pro
* Managed financial transaction
* Process payments by totaling purchase, processing checks, cash and store or other credit and debit card
* Assists with inventory, including receiving and stocking merchandise.
* Keep clientele informed by notifying them of preferred customer sales and future merchandise of potential interest.

**DATA ENCODER**

**DSII( Data Solution Information Inc.)**

**Paraἠaque, Philippines**

**November 2013 –December 2014**

* Accurately and efficiently encode all data that needs organizing and recording
* Confirm that entered data accurately aligns with original documentation
* 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
* Self-audit your work checking for errors or duplication
* Organize files in a logical and manageable fashion
* Adhere to and meet set schedules and deadlines
* Input, track, and maintain all encoded data and records
* Perform any other office tasks that management requires assistance with (sending emails, answering phones, etc.)
* Report any major errors or inconsistencies to upper management
* Maintain report logs of in-progress and/or completed work

**CASHIER**

**SM Hypermarket**

**Las Piἠas City, Philippines**

**June 2011- August 2013**

* Greet customers when entering and leaving the store.
* Manage transactions with customers using cash register machines.
* Scan goods and ensure pricing is accurate.
* Collect payments whether in cash or credit card basis.
* Issue receipts, refund and change.
* When accepting payments, I check the money that I received and tell to the customers how much I receive and same like in giving changes check and count first if the money is correct before giving to the customer.
* Redeem stamps and coupons.
* Cross-sell products and introduce new ones.
* Resolve customer complaints, guide them and provide relevant information.
* Maintain clean and tidy checkout areas.
* Handle merchandise returns and exchanges.

**TRAININGS:**

**CONTACT CENTER SERVICE NCII**

Right Technic mm International Coporation

Manila, Philippines

September 2015

**SALES TRAINING AND MINDSET SETTING**

Loja Career Development Services

Manila, Philippines

March 2013

**EDUCATION:**

**COLLEGE: LYCEUM COLLEGE, Philippines**

Course: BS Computer Science

2011

**High School Diploma**

**PERSONAL INFORMATION:**

Date of birth: 3 September 1993

Place of birth: La Union, Philippines

Age: 26yo

Gender: Female

Civil Status: Single

Nationality: Filipino

Passport No.: P0105849A

Visa Status: Residence Visa

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

JELLESE ANNE RAFON ALMAREZ