



# SHEILA MAE TORN0

## CAREER OVERVIEW

With a diverse background in telesales, commercial marketing, customer service, and administration, I bring a versatile skill set and strong work ethic. I have experience managing corporate accounts, driving sales, and delivering tailored marketing solutions in the immigration services sector. Additionally, my expertise in administrative management, reception, and customer-facing roles has sharpened my ability to efficiently manage tasks, handle client inquiries, and build lasting relationships, ensuring both operational success and customer satisfaction.

## WORK EXPERIENCE

### DREAMGATEWAY IMMIGRATION SERVICES 2024-PRESENT

#### TELESALES / Commercial Marketing

- **Duties:**  
As a Telesales and Commercial Marketing professional in immigration services, I manage telesales and corporate accounts, driving business growth through strategic outreach. I promote immigration solutions to businesses, ensuring client satisfaction, and building long-term partnerships.

### TABEER TOURISM LLC (Sharaf Dg Metro Station) 2022-2024

#### SALES EXECUTIVE

##### Duties

- As a Sales Executive at a travel agency, I am responsible for promoting and selling travel packages, managing client inquiries, and providing tailored travel solutions. I work to understand client needs, offer expert advice, and ensure a seamless booking experience, while driving sales and maintaining strong customer relationships.

### SPROUT INVESTMENTS LLC

#### MANILA STREET FOODS (IBN BATTUTA MALL)

2020-2022

#### CASHIER/WAITRESS

##### Duties

- As a Cashier and Waitress, I handle customer transactions, process payments, and provide excellent service in a fast-paced environment. I ensure a positive dining experience by taking orders, serving food, and addressing customer needs, while maintaining accurate cash handling and a clean, organized workspace.

### EMARAT "Fresh Plus" (Deira Clock Tower) 2018-2020

#### Customer Service Assistant/ Barista

##### Duties

- As a Customer Service Assistant and Barista, I provide excellent customer service, taking orders and preparing high-quality coffee beverages. I ensure a welcoming environment, assist customers with menu choices, and maintain a clean and organized workspace, while promoting a positive experience and driving customer satisfaction.

### SANFORD MARKETING CORPORATION

#### SAVEMORE SUPERMARKET

2017-2018

#### CASHIER

As a Cashier, I accurately process customer transactions, handle payments, and provide excellent customer service. I ensure a smooth checkout experience, maintain a clean and organized register area, and resolve any customer inquiries or issues efficiently.

## CONTACT

☎ +971-54-522-1912

✉ stharr.apollo1912@gmail.com

📍 Satwa  
Roundabout, Dubai, UAE

## PERSONAL INFORMATION

AGE: 29 years old

Nationality: Filipino

Visa Status: Employment

(Can join after May 10, 2025)

## EDUCATION

### COLLEGE

2011-2016

PATRIA SABLE CORPUS COLLEGE

- Bachelor of Science in Criminology
- Eligibility : Licensed Criminologist

## SKILLS

- Proefficient in Microsoft Usage.  
( Word,Excel,Powerpoint, Outlook)
- Strong Administrative and Organizational skills
- Time-management skills
- Verbal and written communication skills

## LANGUAGES

ENGLISH

TAGALOG