



KAY ANN D. SANCHEZ

PROFILE

Dedicated and detail-oriented cashier with experience in fast-paced retail environments. Committed to providing exceptional customer service and ensuring accurate transaction processing. Seeking to leverage strong communication skills and a positive attitude at Company to enhance customer satisfaction and contribute to a smooth and efficient checkout experience.

WORK EXPERIENCE

Karakeeb Outlet, Dubai, UAE.

Sales Associate

- Greet customers warmly and assist them with inquiries.
- Demonstrating knowledge of products and services to customers.
- Keeping an eye on inventory levels and restocking shelves as needed.
- Assisting with floor moves, product promotions, and advertisements.
- Meeting and exceeding sales goals.

New Era Supermarket, Dubai, UAE.

Cashier / Customer Service

- Greet customers warmly and assist them with inquiries.
- Handle cash, credit/debit card transactions, and process refunds or exchanges.
- Ensure pricing accuracy and provide correct receipts.
- Assist customers in locating products and offering recommendations.
- Provide customers with receipts and explain any charges or discounts.
- Count the cash drawer at the beginning and end of shifts, ensuring accuracy and reporting any discrepancies.
- Assist in stock checks and alert management about low stock or discrepancies.
- Keep the checkout area organized, clean, and stocked with necessary supplies, such as bags and receipt paper.
- Address customer concerns or complaints promptly and escalate issues to management when necessary.
- Manage **home delivery orders**, including processing requests, coordinating with delivery personnel, and ensuring timely dispatch.
- Provide customers with delivery status updates and handle any issues related to their orders.

SM Rosales, Pangasinan, Philippines

Sales lady (1 year)

- Greeting customers, responding to questions, improving engagement with merchandise, and providing outstanding customer service.
- Demonstrating knowledge of products and services to customers.
- Keeping an eye on inventory levels and restocking shelves as needed.
- Assisting with floor moves, product promotions, and advertisements.
- Meeting and exceeding sales goals.
- Maintaining an orderly appearance throughout the sales floor.
- Cross-selling products to increase purchase amounts.

CONTACT

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Dubai, UAE

PERSONAL DETAILS

Nationality : Filipino
Date of Birth : 5 January 1999
Religion : Christian
Gender : Female
Marital Status : Single
Language : English, Tagalog
Visa Status : Cancel Visa

EDUCATION

Senior High – Minien National
High School (2018)

High School – Matic Matic

National High School (2015)

Elementary – Villiasis I Central
School (2011)

SKILLS

- Excellent written and verbal communication skills with good customer service.
- Interpersonal and teamwork skills.
- Computer literate and tech-savvy.
- Knowledgeable in operating point-of-sale (POS) transactions.
- Able to learn quickly and can easily adapt to the work-changing environment.
- Customer service oriented with a positive attitude.
- Helpful, courteous approach to resolving complaints.