



# JELLESE ANNE RAFON ALMAREZ

## CONTACT ME

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Dubai, UAE

## EDUCATION

### College Level

Lyceum College, Philippines  
2011

### High School Diploma

## PERSONAL INFO

- Date of birth:** 03 Sep 1993
- Place of birth:** La Union,  
Philippines
- Age:** 31yrs old
- Gender:** Female
- Civil Status:** Single
- Nationality:** Filipino
- Passport No:** P6370056B
- Visa Status:** Cancelled Visa

## STRENGTH

- Proficient communicator with strong verbal and written skills.
- Ability to build positive relationships with colleagues.
- Highly adaptable, fast learner, and efficient multitasker.
- Excellent customer service and organizational abilities.
- Hardworking, self-disciplined, and reliable under pressure.

## CAREER OBJECTIVE

I aspire to join a challenging and ambitious team where I can contribute meaningfully to the organization's success. In return, I seek opportunities to grow professionally, take on new challenges, and make a lasting impact through my skills and dedication.

## WORK EXPERIENCE

### Stall and Market Salesperson

March 2021 - March 2025

Grand Barsha Department Store LLC  
Al Barsha 1, Al Barsha Dubai U.A.E

### Invoice Assistant

- Maintained accurate and up-to-date records of invoices and payments.
- Assisted with month-end closing and reporting activities to ensure timely submissions.
- Supported the accounting team with administrative tasks as needed.
- Performed data entry, prepared invoices, sent billing reminders, and filed necessary documentation.
- Communicated with clients to address inquiries and discuss account details professionally.

### Customer Service Representative

- Assisted customers by resolving complaints, answering inquiries, and processing orders efficiently.
- Delivered excellent service to enhance customer satisfaction and ensure a positive experience

### Cashier

- **Processing received orders from online platforms through websites, Instashop and WhatsApp.**
- **Inspecting each item to ensure it is not damage and in good condition before dispatch**
- Handled customer transactions, including cash, credit, and debit payments.
- Ensured accurate pricing, issued receipts, and provided refunds or change.
- Assisted customers with inquiries, resolved complaints, and cross-sold products.

## SKILLS

- Customer Service and Communication
- Basic Computer Skills (Microsoft Word/Excel)
- Leadership and Organizational Abilities
- Problem-Solving and Creative Thinking
- Teamwork and Collaboration
- Active Listening and Negotiation
- Decision Making and Time Management
- Strong Work Ethic and Ability to Work Under Pressure

- Maintained a clean checkout area and tracked transactions for accuracy.
- Managed merchandise returns, exchanges, and gift wrapping.
- Monitored and report discrepancies in daily financial transactions

### Sales Merchandiser

- Managed product displays and ensured adequate stock levels.
- Forecasted trends, planned inventory needs, and set competitive pricing.
- Assisted customers by explaining product details and providing recommendations.
- Restocked shelves, performed inventory checks, and maintained a clean workspace.
- Collaborated on promotions to boost sales and inspected merchandise for quality and accuracy.

### Bakery (Production Staff)

Nov 2017- June 2020

*Modern Bakery LLC.*

*Al Qouz, Dubai, UAE*

- Managed multiple tasks, including preparing dough, decorating pastries and cakes, and packaging baked goods.
- Followed recipes accurately and maintained strict hygiene and food safety standards.
- Inspected, sorted, and decorated baked items to ensure quality and presentation.
- Prepared ingredients, including icings, toppings, and fruits, for the head baker.
- Packed cookies, cakes, and bread, ensuring secure, neat, and presentable packaging.
- Performed daily inventory, counted finished products, and managed packaging of crackers.
- Maintained a sanitized workplace by cleaning surfaces, utensils, and equipment.
- Adapted to a rotating shift schedule in a high-paced production environment.

### Retail Sales Associate

Jan 2015- Aug 2017

*SM Southmall (Department Store)*

*Las Pinas City, Philippines*

- Welcomed and assisted customers with product selection and inquiries.
- Drove sales through customer engagement, suggestive selling, and product knowledge.
- Delivered exceptional customer service by addressing questions and providing tailored recommendations.
- Directed customers to products by escorting them to racks and counters.
- Managed financial transactions efficiently and accurately.
- Kept customers informed about promotions, sales, and new merchandise.

**Data Encoder**

Nov 2013- Dec 2014

DSII(Data Solution Information Inc.)

*Paranaque, Philippines*

- Accurately and efficiently encoded data, ensuring alignment with original documentation.
- Organized and maintained original records, with backups saved securely.
- Transcribed, scanned, and photocopied documents as required.
- Conducted self-audits to identify and correct errors or duplications.
- Managed files logically for easy access and ensured compliance with deadlines.
- Tracked and maintained encoded data and records in an organized manner.
- Provided administrative support, including answering calls and sending emails.
- Reported major errors or inconsistencies to management.
- Maintained detailed logs of completed and in-progress tasks.

**Cashier**

June 2011- Aug 2013

SM Hypermarket

*Las Pinas City, Philippines*

- Welcomed customers upon entering and exiting the store, providing excellent service.
- Processed transactions using cash registers, ensuring accurate pricing and payment collection.
- Accepted payments via cash or credit card, verifying amounts and ensuring correct change was provided.
- Issued receipts, refunds, and redeemed stamps and coupons.
- Promoted products through cross-selling and introducing new items.
- Resolved customer complaints, provided guidance, and shared relevant information.
- Maintained clean and organized checkout areas.
- Managed merchandise returns and exchanges efficiently.

## TRAININGS

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**CONTACT CENTER SERVICE NCII**

Sep 2015

Right Technicomm International Corporation  
Manila, *Philippines*

**SALES TRAINING AND MINDSET SETTING**

Mar 2015

Loja Career Development Services  
Manila, *Philippines*

## REFERENCES

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**CHRISTOPHER INNGA**

Panadero Baked Shop Dubai UAE  
Bakery Helper (Production Staff)

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

**JELLESE ANNE ALMAREZ R.**

Applicant