

**MARY GERMANO BORATA**

📍 Dubai, United Arab Emirates (Originally from Philippines)

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**PROFESSIONAL SUMMARY**

Dynamic and reliable Cashier with over 2 years of experience in managing cash transactions and delivering excellent customer service. Skilled in handling returns, refunds, and exchanges with efficiency and professionalism. Strong interpersonal skills with a commitment to fostering a positive shopping experience. Capable of multitasking in high-pressure environments, with a proven record of enhancing customer satisfaction and supporting team success.

**WORK EXPERIENCE****Cashier, Accountant, Receptionist**

*Gentlemen Grooming Salon – Oud Metha, United Arab Emirates*

**September 2021 – May 2023**

- Managed daily cashier operations, accounting records, and front desk duties.
- Provided a seamless customer experience from reception to payment.
- Balanced cash register, maintained accurate financial records, and coordinated with management.

**Cashier**

*578 Emporium – Philippines*

**January 2018 – December 2018**

- Accurately handled daily cash transactions and customer refunds.
- Remained calm and professional during busy hours and emergency situations.

**Cashier**

*Julies Bake Shop – Borongan, Philippines*

**March 2016 – October 2016**

- Processed sales transactions quickly and efficiently.
- Addressed customer complaints and provided satisfactory solutions.

**Sales Associate**

*Christian Digital Shop – Philippines*

**June 2014 – December 2015**

- Assisted customers in choosing products and provided tech-related support.
- Communicated via in-person, phone, and email to ensure client satisfaction.

## **EDUCATION**

**Eastern Samar State University (ESSU), Borongan – Philippines**

**June 2013 – April 2015**

*Bachelor of Science in Computer Engineering (Undergraduate – 2nd Year)*

## **SKILLS**

- Cash Handling
- Customer Service
- Organizational Abilities
- Interpersonal Communication
- Punctual & Reliable
- Works Well Under Pressure
- Team-Oriented & Independent

## **LANGUAGES**

- Tagalog (Native)
- English (Fluent)
- Arabic (Basic/Conversational)