

# EDRALYN R. SAN ANDRES



## PERSONAL INFORMATION

*Date of Birth:* 17 December, 2000  
*Nationality:* Filipino  
*Marital Status:* Single  
*Linguistic Ability:* Tagalog & English  
*Address:* Al Barsha 1 Dubai, U.A.E  
*Email:* [edralynsanandres@gmail.com](mailto:edralynsanandres@gmail.com)  
*Contact No.:* 0507064491

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## CAREER OBJECTIVES

Accomplished Human Resource seeking to leverage extensive knowledge of employee relations, business and positive communication in a customer focused. Seeking a position in an organization where I can contribute my skills, knowledge and abilities.

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## EDUCATIONAL ATTAINMENT

**Bachelor of Science in Business Administration Major**  
in Human Resource Development Management  
**East System Colleges of Rizal**  
J. Pascual Street, San Pedro, Morong Rizal  
**2019-2023**

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## PROFESSIONAL EXPERIENCE



### **CUSTOMER SERVICE REPRESENTATIVE / CASHIER**

**SANFORD MARKETING CORPORATION**

Tanay Town Center F.T Catapusan Corner Sampaloc Rd.  
Plaza Aldea Tanay, Rizal Philippines

**September 2023 – February 2024**

- Identify and assess customers' needs to achieve satisfaction
- Providing clerical and administrative support to senior supervisor
- Provide accurate, valid and complete information by using the right methods/tools
- Process documentation and prepare sales reports, supplies, fixed and assets
- Ensure proper scheduling for the cashiers & Baggers
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents

- Follow communication procedures, guidelines and policies
  - Answering phone calls and inquiries
  - Carry out administrative duties such as filing, encoding, and organizing records
  - Support the team by performing tasks related to organization
  - Have experience in Cashiering procedures.
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#### SKILLS AND EXPERTISE

- Excellent computer skills (Microsoft Office, Word, PowerPoint, Excel)
  - Knowledgeable in POS
  - Outstanding organizational and time management skills
  - Customer Service
  - Ability to multitask, prioritize, and manage time effectively
  - Excellent communications and interpersonal skills
  - Proactive problem solver
  - Flexibility and adaptability
  - Team player with a positive 'can do' attitude
  - Able to work comfortably and efficiently in a collaborative setting
  - Able to juggle multiple priorities and work in a fast-paced environment
  - To have great attention to detail
  - Can manage all administrative related works
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*I hereby certify that the above information is true and correct to the best of my knowledge and belief.*

EDRALYN R. SAN ANDRES  
(Applicant)