

# Elaine Ballais

## Customer Service Representative

Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results.



✉ enballais97@gmail.com

☎ 0521606693

📍 Dubai, United Arab Emirates

📅 29 March, 1997

## WORK EXPERIENCE

### Waitress

#### Skaf Hotels & Restaurant

08/2022 - 01/2024

Dubai, United Arab Emirates

##### Achievements/Tasks

- Warmly welcoming customers.
- Taking food and beverage orders accurately and noting any special requests or dietary restrictions.
- Relaying orders to the kitchen staff and bartenders.
- Serving food and drinks.
- Checking on customers.
- Addressing any concerns or requests promptly and courteously.

### Secretary/Sales Associate

#### Alboulaki Trading LLC, Lamborghini

01/2022 - 06/2022

Dubai, United Arab Emirates

##### Achievements/Tasks

- Updating spreadsheets and creating presentations to support executives and boost team productivity.
- Responding to emails and other correspondence to facilitate communication and enhance business processes.
- Entering data into system and updating customer contacts with information to keep records current.
- Reviewing and balancing daily bank deposits and deposit report.
- Updating spreadsheets and databases to track, analyze and report on performance and sales data.

### Cashier

#### New Westzone Supermarket LLC

01/2020 - 12/2021

Dubai, United Arab Emirates

##### Achievements/Tasks

- Helping customers complete purchases, locate items and join reward programs.
- Answering questions about store policies and addressing customer concerns.
- Addressing customer needs and making product recommendations to increase sales.

## EDUCATION

### BSBA-Bachelor of Science : Business Administration

ACLC - AMA Computer Learning Center, Philippines

## SKILLS

Critical thinking and problem solving.

Team work and collaboration.

Professionalism and strong work ethic.

Oral and written communication skills.

Emotional intelligence.

Computer & Microsoft Office Skills

Interpersonal Skills

## LANGUAGES

Tagalog

Native or Bilingual Proficiency

English

Native or Bilingual Proficiency

## INTERESTS

Reading

Painting

Solving puzzles

Biking

Social Medias

Music

Volunteering