

CAREER OBJECTIVE

To enhance more my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trust me with responsibilities and challenges.

WORK EXPERIENCE

CASHIER CUM CUSTOMER SERVICE Dec. 11, 2022 - September 21, 2023 New West Zone Supermarket, Dubai, UAE

- ☐ Collect cash and credit card payments from customers.
- ☐ Scan goods and ensure pricing is accurate.
- ☐ Make change accurately and efficiently.
- ☐ Issue receipts to customers.
- ☐ Deal with returns and refunds as necessary.
- ☐ Maintain cash control over register drawer and verify amounts are correct.
- ☐ Answer customer questions as they arise
- ☐ Help with other tasks as needed including managing shelves, tracking inventory, and keeping the store clean.

CUSTOMER SERVICE ASSOCIATE Dec 2, 2017 - Sept 11, 2018 Savers Depot, Basak Lapu - Lapu City, Cebu

- ☐ Assist all walk-in customers with their inquiries regarding some items if it's available in the store.
- ☐ Check email inquiries or phone call inquiries from customers who wanted to know the availability of some items they needed.
- ☐ Send weekly reports to the main office regarding the list of customers who have credit line from the store and took some items for their needs.
- ☐ Will do cashiering if it's lack of manpower.
- ☐ Process customer's bulk orders either they paid it cards or cash.
- ☐ Help the core team to achieve the monthly quota.

MERCHANDISING ASSISTANT May 25, 2017 - Oct 23, 2017 Cebu Belmont Inc. Subangdaku, Manduae City, Cebu

- ☐ Do purchasing for the store display and for clients order specifically power tools and spare parts from the accredited suppliers in Manila or outside the country.
- ☐ Follow up orders from the suppliers if when is the expected date of arrival and what is the freight forwarders, they're using to ship the items. *
- ☐ Coordinate the freight forwarders regarding the status of the items and when it will be delivered to the store.
- ☐ Conduct monthly inventory to know what are the fast- and slow-moving products Inside the store.
- ☐ Coordinate to the Store manager with regards to their orders especially spare parts for the certain units to be repaired in - house.



HANAH A. PAYDA

CONTACT INFO

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SKILLS

- Customer Service
- Interpersonal Skills
- Telephone Skills
- Microsoft Office Skills
- Organizational skills
- Work Ethic
- Adaptable
- Patience
- Problem Solving Skills

PERSONAL INFORMATION

- Date of Birth : 24-11-1988
- Marital Status : Single
- Nationality : Philippine
- Passport No : P6903154a

LANGUAGES

- English
- Tagalog
- Spanish
- Hindi
- Arabic

SUPERMARKET MANAGEMENT PERSONNEL March 11, 2016 - April 30, 2017

Gaisano Grand Group of Companies, Basak Lapu - Lapu City, Cebu.

- ☐ Main task is to provide a good quality of service and products to the customers.
- ☐ Manage the subordinates to do their job efficiently and be responsible while at inside the store.
- ☐ Conduct stocks inventory for the fast-moving fresh items and slow moving then Order a food stocks requisition and forward to the purchasing team.
- ☐ Follow up orders for fast moving items under the fresh section from the purchasing team if when is the expected delivery date.

OFFICE ASSISTANT Nov 21, 2012 - April 20, 2013

HRD (S) PTE LTD, EPZA Rosario Cavite City, Manila.

- ☐ Printing Japanese interior house lay out and floor plans.
- ☐ Checking the printed lay outs coming from the different departments before it will be handed over to the production team.
- ☐ Forward the plans to the head supervisor if there's an error of the lay outs to correct it.

PRODUCTION ASSOCIATE Sept 16, 2011 - April 30, 2012

INNODATA, Subangdaku, Mandaue City, Cebu.

- ☐ Editing, tagging html codes of eBooks to clean with errors.
- ☐ Extracting, testing the codes and tracing errors of html to come up with the desired output.
- ☐ Debugging the codes if there's an error.
- ☐ Submit to the supervisor for final critics of the eBooks before it will be published to the Apple store.

CEBUANO TRANSLATORS

LAPU LAPU CITY, CEBU

- ☐ Reads and comprehends given material, researches industry-specific terminology, and uses specialized dictionaries and translation tools to convert text and audio recordings from one language to one or more others.
- ☐ They ensure that the translated content accurately conveys the original meaning and tone.

EDUCATIONAL ATTAINMENT

Bachelor of Science in Computer Science

STI - College Cebu
2005 – 2010

High School Graduate

Borbon National High School
2001 - 2005

Elementary Graduate

Borbon Central Elementary School
1995-2001

ACHIEVEMENTS & AWARDS

- ☐ United Coconut Planters Bank - Coconut Scholar
- ☐ (Bachelor of Science in Computer Science)
- ☐ Top Achievers for the National Achievement Test - High School Honor Student - High School Level.

DECLARATION

I hereby declare that the above statements are true and current as best of my knowledge and belief, I hope that above written will suit to your requirement.