

**HANAH A PAYDA**

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9B St. Al Amal 2 Building 76, Al Hamriya

Dubai, UAE

**CAREER OBJECTIVE:**

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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.

**SKILLS:**

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- Customer Service
- Interpersonal
- Telephone
- Microsoft Office
- Work Ethic
- Adaptability
- Problem solving
- Organizational
- Teamwork and Collaboration
- Leadership

**WORK ACHIEVEMENTS:**

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**CASHIER CUM CUSTOMER ASSOCIATE**

- I contribute the increase of daily sales of the store.
- I help also in the display process of the store shelves by sharing my knowledge from my previous experience.

**RESIDENTIAL CLEANER**

- Utilize efficient cleaning techniques and high-quality products to ensure thorough cleanliness and exceed client expectations.
- Receive consistent positive feedback from the clients.

**CUSTOMER SERVICE ASSOCIATE**

- I help the core team for hitting the monthly target quotas
- Assist the team in managing the store in an efficient way making the store in top 1 sales.

**MERCHANDISING ASSISTANT/PROCUREMENT**

- I help the department in making orders on time especially with those items that is urgent and with a customer.
- Help the store in hitting there monthly quotas.

## **SUPERMARKET MANAGEMENT PERSONNEL**

- I help the supermarket manager in the hitting our monthly quotas and managing the supermarket so we can provide a good services to the customer.
- I help and manage to keep the supermarket always clean and tidy.

## **WORK EXPERIENCE:**

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### **CASHIER CUM CUSTOMER SERVICE (DEC. 11, 2022 - SEPT 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.

### **RESIDENTIAL CLEANERS (FEB 19, 2021 - JUNE 9, 2022)**

#### **SMASCO - RAHA, AL NARJIS RIYADH, SAUDI ARABIA**

- Specializes in cleaning homes and domestic dwellings.
- Responsible for sweeping, mopping floors, and dusting surfaces.
- Sanitize and clean toilets and tubs.
- Collect dirty clothes and give the same for laundry.
- Change bedsheets and pillow covers on a timely basis.

### **CUSTOMER SERVICE ASSOCIATE (DEC 2, 2017 - SEPT 11, 2018)**

#### **SAVERS DEPOT, BASAK LAPU - LAPU CITY, CEBU**

- Managing incoming calls and customer service inquiries, generating sales leads that develop into new customers, and identifying and assessing customer needs to achieve satisfaction.
- 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 has credit line from the store and took some items for their needs.
- Do cashiering in the counter if it's needed/lack of manpower.
- Process customer's bulk orders either pay by cards or cash.
- Help the core team to achieve the monthly quota.

### **MERCHANDISING ASSISTANT/PROCUREMENT (MAY 25, 2017 - OCT 23, 2017)**

#### **CEBU BELMONT INC. SUBANGDAKU, MANDUAE CITY, CEBU**

- Responsible for raising purchase orders and maintaining procurement records or selections by gathering.
- 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
- Coordinate to the Store manager with regards to their orders specially spare parts for the certain units to be repaired in - house.

### **SUPERMARKET MANAGEMENT PERSONNEL (MAR 11, 2016 - APRIL 30, 2017)**

#### **GAISANO GRAND GROUP OF COMPANIES, BASAK LAPU - LAPU CITY, CEBU**

- Responsible for overseeing the work of retail staff in a store environment.
- Monitoring employee activity, coordinating shipments and receiving the merchandise into the store alongside helping customers resolve issues as they arise.
- Conduct stocks inventory for the fast-moving fresh items and slow moving then order a food stocks requisition and forward to the purchasing team.

### **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 for the approval of the lay outs before it will be published in the Apple store.

### **PRODUCTION ASSOCIATE (SEPT 16, 2011 - APRIL 30, 2012)**

#### **INNODATA, SUBANGDAKU, MANDAU 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

### **EDUCATIONAL ATTAINMENT:**

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- Bachelor of Science in Computer Science -STI College – Cebu, 2005 - 2009
- High School Graduate - Borbon National High School, 2001 - 2005
- Elementary Graduate - Borbon Central Elementary School, 1995 – 2001

## **SCHOOL ACHIEVEMENTS & AWARDS:**

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- 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.

## **PERSONAL INFORMATION:**

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Date of Birth: 24-11-1988  
Marital Status: Single  
Nationality: Philippines  
Passport No: P6903154A

## **REFERENCES:**

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