**Jelian Amante**

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**Professional Summary**

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Experienced cashier and customer service professional with 6+

years of hands-on experience in high-volume retail and hospitality

settings across the UAE and Qatar. Skilled in POS operations, sales

reconciliation, and customer resolution. Adept at delivering fast,

accurate, and friendly service in dynamic environments. Seeking to

contribute to a team-oriented organization were strong interpersonal and multitasking skills are valued. **Available to join immediately** and eager to contribute to a goal-oriented team.

**Core Competencies**



* Customer Service & Guest Relations
* POS System & Payment Processing
* Cash Handling & Sales Reconciliation
* Microsoft Word & Excel (Intermediate)
* Data Entry & Reporting
* Inventory Management & Filing
* Time Management & Multitasking
* Call Handling & Front Desk Coordination
* Order Processing
* Upselling Product
* Interpersonal Skill
* Problem Resolution

**Education**

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**Bachelor of Science in Hotel and Restaurant Management**
*Dipolog Medical Center College Foundation, Dipolog City, Philippines
2008 – 2012*

**Languages**

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* English (Fluent)
* Tagalog (Native)

**Professional Experience**

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**Cashier**
*Falak Tayyeb Government Services LLC – Dubai, UAE
September, 2023 – May, 2025*

* Processed transactions including cash, credit/debit cards, and bank transfers.
* Created online payment links and managed accurate daily reporting.
* Ensured smooth shift transitions and accurate cash register logs.
* Entered transaction data for report generation and fast retrieval.
* Assisted front desk with customer interaction and filing documentation.

**Counter Sales**

*Hafiz Mustafa 1864 - Dubai Mall*

*February, 2023 – August, 2023*

* Promoted products by demonstrating product knowledge and upselling techniques.
* Represented the brand professionally in accordance with company standards.
* Processed online orders via platforms such as Deliveroo and Talabat.
* Verified and securely packed items for international travel to ensure safety and compliance.
* Assisted customer with product inquiries and provided appropriate solutions.

**Cashier**
*Ansar Gallery – Doha, Qatar
November, 2021 –January, 2023*

* Handled customer payments and processed discounts and promotions.
* Resolved customer complaints, ensuring satisfaction and repeat business.
* Reduced average waiting time by 25% through efficient service.
* Consistently achieved monthly cashier targets.

**Waitress/ Cashier**
*The Noodle House – Jumeirah International LLC, Dubai, UAE
October, 2015 – October, 2019*

* Welcomed guests, managed reservations, and handled table assignments.
* Processed customer payments and generated end-of-day cashier reports.
* Trained new staff and supported stock inventory and ordering.
* Increased sales by up to 5% through suggestive selling.
* Efficiently packed online orders and managed delivery timelines.

**Waitress**

*Royal Catering LLC – Mussafah, Abu Dhabi, UAE
January, 2014 – September, 2015*

* Greeted and seated guests, provided menu recommendations, and took orders.
* Supported beverage service including basic cocktails and wine.
* Assisted hostess with crowd management and table reservations.

**Certifications & Training**

* **Basic Food Hygiene** – Apex Food Consultants, Dubai, UAE (October 27, 2015)
* **Providing Front Office Services** – eTESDA (April 16, 2021)
* **Introduction to Front Office Services** – eTESDA (April 9, 2021)
* **Getting Started with Microsoft Excel** – Coursera (May 9,2025)
* **Using Basic Formulas and Functions in Microsoft Excel** – Coursera (May 15,2025)