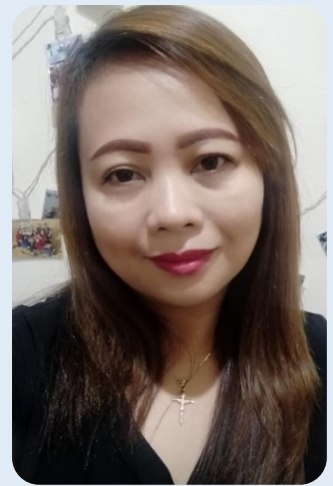


Josephine Penaverde

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PROFESSIONAL SUMMARY

A dynamic Store Operations Assistant with over 7 years of experience in restaurant environment. Expert in supporting efficient store operations. A dynamic "people person" who can contribute to improving the overall efficiency and growth of a business. Equipped with ability to organize and multi-task to support day by day operations, communications, and operational functions.

WORK EXPERIENCES

Store Operations Assistant

Tout de Sweet, Dubai UAE

October 2021 – February 2024

- Manages and maintains all the cash and credit transactions.
- Receives orders for walk in and online customers.
- Checks and manages all the commodities in the shop.
- Answers any product related questions by the customers.
- Maintains and observes cleanliness of the shop in a daily basis.

Shop Operations Assistant / Cashier

Swiss Mart Express, Dubai

April 2014 – April 2021

- Manage all the cash and credit transactions.
- Knowledgeable in product related queries by customers.
- Reports shop activities including discrepancies to the owners.
- Provides daily, weekly, and monthly transaction reports to the shop owners.

EDUCATION

Caregiving Course

Torch Institute, Dubai, UAE
2023

Computer System Design & Programming

AMA Computer Learning Center, Philippines
1996

SKILLS

- Health promotion and maintenance
- Basic Life Support with accredited certificate
- Central Sterile Supply Department - basic training with certificate
- Creating a safe, effective environment
- Time Management
- Bedside manner
- Psycho-Emotional Care
- Physical Care
- Good Communication
- Active Listening
- Observation
- Physical Stamina
- Basic computer skills
- Organized with attention to details.

Customer Service Executive / Cashier

Rustan's Supercenter Incorporated, Philippines

December 1996 – March 2005

- Answering customer enquiries via phone/in person and directing them to the appropriate department when needed.
- Acknowledging and resolving customer complaints.
- Selling products and cross-sell slow moving products
- Receives and processes payments by cash, check, credit cards, vouchers, or automatic debits as well as issuing receipts.
- Reconcile cash in drawers at the end of shifts to ensure that amounts are correct and that there is adequate change.
- Maintain clean and orderly checkout areas.

LANGUAGES**SPOKEN**

- English
- Tagalog
- Arabic

PERSONAL DETAILS

Date of Birth : 30 Dec 1977

Marital Status : Single

Nationality : Filipino

Religion : Catholic

**REFERENCES ARE
AVAILABLE UPON
REQUEST**