



JANICE SARABIA

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EXPERIENCE

July 2024 - Current

Customer Service Executive Lm exchange | Dubai, Uae

- Adapted to new technologies and systems for customer service delivery, enhancing efficiency and customer satisfaction.
- Conducted customer satisfaction surveys and analysed feedback to recommend improvements in products and services.
- Identified opportunities to upsell and cross-sell products, contributing to sales targets.
- Processed orders, forms, applications, and requests, ensuring accurate and timely completion to enhance customer experience.

January 2020 - June 2024

Cashier Carrefour Hypermarket | Dubai, Uae

- Supported salesfloor and stockroom staff during busy periods, contributing to stock replenishment and store zoning.
- Monitored stock levels at checkout areas, requesting restocks to avoid shortages.
- Helped customers with specific item requests by answering questions and offering knowledgeable product advice.
- Upheld high standards of hygiene and cleanliness at work stations, promoting a healthy shopping environment.

August 2019 - December 2019

Retail Sales Associate Uniqlo Philippines | Makati, Philippines

- Implemented visual merchandising guidelines to optimise product displays and attract customer attention.
- Resolved enquiries within target timeframes, escalating complex issues to senior teams for advice or solutions.
- Located products on customers' behalf and assisted with check-out upon request to complete sales.
- Facilitated returns and exchanges, adhering to company policies while prioritising customer satisfaction.

May 2017 - July 2019

Administrative Assistant Eastern Summit Life Insurance Agency | Manila, Philippines

- Implemented filing system upgrades, transitioning to electronic document management to enhance accessibility and reduce waste.
- Prepared and edited correspondence, reports, and presentations to support executive communication.

- Compiled and submitted reports detailing departmental performances and identifying areas for improvement.
- Managed diary for senior staff, scheduling meetings and appointments to maximise efficiency.

January 2012 - March 2017

Retail Cashier Cotton On Philippines | Manila, Philippines

- Offered friendly greetings and farewells, creating a welcoming environment for all patrons.
- Trained new staff on cashiering procedures and customer service excellence.
- Engaged with customers to gather feedback, contributing to improvements in service.
- Managed queue efficiently, reducing customer wait times and enhancing shopping experience.

January 2011 - July 2011

Promotions Assistant Sm Appliance | Manila, Philippines

- Implemented feedback mechanisms at events to gather attendee insights for future event enhancements.
- Customised sales pitches to address individual customer needs and preferences, enhancing customer satisfaction.
- Collated consumer data for product preference analysis and campaign optimisation.
- Trained new team members on promotional strategies and company policies, ensuring consistent brand representation.

EDUCATION

June 2007 - March 2009

Nursing Assistant | Nursing

Asian college of science and technology , Manila Philippines

June 2004 - March 2007

High school | Secondary

Zaragoza national high school, Philippines

June 2001 - March 2004

Elementary | Primary

Elementary school , Philippines

LANGUAGES

English: B2

 Upper intermediate