



KRYSLENE JULE F. MANUEL

DUBAI, UNITED ARAB EMIRATES

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GENDER : FEMALE | LANGUAGE : ENGLISH/BASIC ARABIC

STATUS : SINGLE | CITIZENSHIP : FILIPINO

EDUCATIONAL BACKGROUND

SECONDARY LEVEL

PIAZ NATIONAL HIGH SCHOOL PANGASINAN

PHILIPPINES, SY | 2011

QUALIFICATION SKILLS

- PROFICIENCY IN OPERATING CASH REGISTERS OR POS
- ACCURACY IN SCANNING ITEMS, ENTERING PRICES, AND PROCESSING PAYMENTS
- FRIENDLY AND HELPFUL CUSTOMER SERVICE
- FAMILIARITY WITH STORE PRODUCTS & PROMOTIONS
- EFFICIENCY IN PROCESSING TRANSACTIONS QUICKLY
- EFFICIENCY IN MANAGING TIME TO COMPLETE TASKS WITHIN DESIGNATED TIME FRAMES.
- ABILITY TO PERFORM TASKS THAT REQUIRE PHYSICAL EXERT.
- TAKING APPROPRIATE ACTION WITHOUT SUPERVISION.
- CONTINUOUS LEARNING AND PROFESSIONAL DEVELOPMENT
- TECHNICAL EXPERTISE IN RELEVANT AREAS
- STRONG VERBAL COMMUNICATION TO CONVEY IDEAS CLEARLY AND EFFECTIVELY
- ACTIVE LISTENING SKILLS TO UNDERSTAND THE NEEDS OF COLLEAGUES, CLIENTS, OR CUSTOMERS
- ANALYTICAL THINKING TO ASSESS SITUATIONS, IDENTIFY PROBLEMS, AND PROPOSE SOLUTIONS
- EFFECTIVE VERBAL COMMUNICATION TO ENGAGE CUSTOMER
- HANDS-ON EXPERIENCE IN MERCHANDISING & SALES ACT.
- PROFOUND KNOWLEDGE OF CASH HANDLING AND BOOKKEEPING ACTIVITIES.
- OUTSTANDING KNOWLEDGE OF PRODUCT MARKETING AND SALES TACTICS AND PROCEDURES.
- FAMILIARITY WITH ESTABLISHED CUSTOMER SERVICE STANDARDS AND PRACTICES
- ABILITY TO WORK OVERTIME AND ALL SHIFT-TIMINGS

PROFESSIONAL SUMMARY

Dynamic and customer-focused Cashier cum Sales professional with experience in retail environments. Proven track record of providing exceptional customer service while efficiently processing transactions and driving sales revenue. Skilled in cash handling, POS systems, and maintaining accurate transaction records. Proficient in upselling and cross-selling techniques to maximize sales opportunities and enhance customer satisfaction. Strong communication and interpersonal skills, with the ability to build rapport with customers and collaborate effectively with team members.

WORK EXPERIENCES

CASHIER / SALES ASSOCIATE | AUG. 2023 - JUNE 2024

MINISO GENERAL TRADING LLC., UNITED ARAB EMIRATES

- Greeting customers and assisting them with their purchases.
- Scanning and processing items accurately and efficiently at the checkout counter.
- Handling cash, credit, and debit transactions, and providing change to customers.
- Balancing cash registers at the end of shifts and reconciling discrepancies.
- Providing information about store policies, promotions, and loyalty programs to customers.
- Maintaining cleanliness and organization of the checkout area.

CASHIER | AUGUST 2021 - JULY 2023

DAY TO DAY HYPERMARKET, UNITED ARAB EMIRATES

- Opened and closed and managed operations of the shop as needed.
- Supervised and assisted with shop cleaning and product arrangement activities.
- Priced, promoted and sold various products and items of the shop to the customers.
- Completed And Maintained Accurate Shop-related paperwork and records.
- Greeted and interacted with all shop customers and visitors in a courteous manner.

RECEPTIONIST | JUNE 2019 - JULY 2021

ATANA HOTEL, DUBAI, UNITED ARAB EMIRATES

- Greeted guests upon arrival with a warm and friendly demeanor.
- Conducted efficient check-in and check-out procedures, ensuring pleasant experience.
- Verified guest identification, processed payments, and issued room keys.
- Assisted guests with special requests, such as booking transportation & restau. Reservation.
- Maintained a professional and welcoming atmosphere in the hotel lobby.
- Managed room reservations, via phone call ensuring accuracy in bookings and availability.
- Handled changes and cancellations of reservations, ensuring guest needs were met.
- Provided exceptional customer service, addressing guest inquiries and resolving complaints promptly.

SALES ASSOCIATE | JUNE 2017 - MAY 2019

GAISANO COUNTRY MALL, PHILIPPINES

- Actively engage with customers to promote and sell products or services.
- Develop a deep understanding of the products or services being sold.
- Assist in managing inventory levels by restocking shelves, monitoring product levels.
- Help maintain the visual appeal of the store by arranging products in an attractive display.
- Process sales transactions accurately and efficiently using cash registers or point-of-sale.
- Address customer complaints or concerns in a professional and timely manner.
- Identify opportunities to upsell or cross-sell additional products or services.
- Assist in promoting sales events, special promotions, or marketing campaigns.