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| [l.acacio95@gmail.com](mailto:l.acacio95@gmail.com) | +971 54 554 5062 | Emerald Court Building, Al Barcha 1, Dubai, UAE |

Summary

Highly motivated and customer-focused professional with over 5 years of combined experience in retail and customer service. Demonstrated expertise in providing top-notch customer service in fast-paced environments, including retail sales and telecommunications. Adept at assisting customers, managing transactions, and maintaining store operations, with a proven ability to drive sales and enhance customer satisfaction. Skilled in resolving customer inquiries, handling cash and credit transactions, and utilizing CRM systems to ensure a smooth customer experience. A team player with strong communication and problem-solving abilities, consistently contributing to achieving performance goals.

Career History

**Retail Sales Associate cum Cashier February 2022 – October 2024**

Robinsons Mall Ilocos Norte - Philippines

* Provided exceptional customer service by greeting and assisting customers, resolving inquiries, and delivering product information.
* Assisted customers in locating products and made personalized suggestions to drive sales and increase customer satisfaction.
* Managed cash register operations, including handling cash, credit transactions and processing returns and exchanges accurately.
* Maintained store appearance by organizing display, restocking merchandise and ensuring a clean shopping environment.
* Participated in inventory counts, monitored stocks level, and reported any discrepancies to the store manager.

**Customer Service Representative July 2019 – December 2021**

Alorica Philippines

* Inbound customer service representative for a US based telecommunication.
* Provided support to customer via phone, email, and live chat addressing inquiries and resolving issues.
* Maintained customer satisfaction by following up on complaints and ensuring prompt solutions.
* Processed orders, returns, and exchanges in line with company policies.
* Collaborated with team members to improve service processes and meet performance target.
* Utilized CRM systems to track customer interactions and update account details

Education

Bachelor of Science in Entrepreneurship

Mariano Marcos State University - Batac City, Philippines

Key Skills

* Customer Service Excellence: Proficient in greeting, assisting, and resolving customer inquiries, ensuring high satisfaction levels.
* Sales and Product Knowledge: Skilled in providing product information, making personalized suggestions, and driving sales.
* Cash Handling & POS Operations: Experience with managing cash, credit transactions, returns, and exchanges with accuracy.
* Inventory Management: Familiar with stock monitoring, restocking, and participating in inventory counts, with a focus on reporting discrepancies.
* **Communication & Problem Solving:** Strong verbal and written communication skills, with experience in handling complaints and resolving customer issues effectively.

Reference

**Available upon request**