



# Merzanitas Perez Santiago

+971-55-5320-922

merzanitassantiago@gmail.com

Dubai United Arab Emirates

## SKILLS

Proficient in MS Office

Excellent communication skills - written and spoken.

Strong organizational skills

Customer Service

Fast-learning, hard worker who remains calm under pressure.

Patience and Empathy

Work Ethic and Integrity

Customer Assistance

Time management skills

Team Collaboration

## LANGUAGES

English

Tagalog/Bisaya (Mother Tongue)

## PROFESSIONAL SUMMARY

To apply the skills and experience to help employer operate efficiently, cost-effectively, and sustainably. Responsible Cashier proficient in handling money, restocking merchandise, and helping customers locate products. History of keeping work areas clean, neat, and professionally arranged. Good listening skills combined with attentive and detail-oriented nature. Friendly and reliable Cashier offering unmatched customer service and workplace focus. Quick and accurate in cash and card transactions with excellent multi-tasking aptitude.

## WORK HISTORY

November 2019 - November 2023

**CASHIER/ADMIN ASSISTANT, SPINNEYS UAE DUBAI**

- Responsible Manage transactions with customers using cash registers
- Assisting customer complaints, guiding them, and providing relevant information
- Assist Administrative offices w/ scanning or filing documents, Liaise w/ Manager on cash deposits
- Greeted customers entering store and responded promptly to customer needs
- Welcomed customers and helped determine their needs
- Built relationships with customers to encourage repeat business
- Maintained a balanced cash drawer, ensuring accurate accounting at the end of each shift
- Restocked and organized merchandise in front lanes
- Assisted customers with inquiries and provided exceptional service, resulting in positive feedback from shoppers
- Resolved customer complaints professionally, leading to improved customer relations and loyalty
- Handled multiple payment methods securely, minimizing discrepancies and potential losses
- Worked closely with shift manager to solve problems and handle customer concerns
- Collaborated with team members to achieve sales targets and maintain a clean, well-stocked store environment
- Ensured compliance with company policies and procedures while processing transactions efficiently
- Adapted quickly to new technologies implemented at POS systems, ensuring seamless transition periods for both staff and customers.

April 2010 - June 2019

**Pharmacist Assistant**, Owned Business, PHILIPPINES

- Maintained a clean and organized work environment, adhering to strict hygiene protocols for optimal patient care
- Enhanced customer satisfaction by answering questions and addressing concerns about medications in a timely manner
- Processed incoming drug orders by checking deliveries against paperwork and updating computer system
- Maintained up-to-date knowledge of pharmaceutical industry trends, enhancing job performance and expertise
- Counted and labeled prescriptions with correct item and quantity
- Assisted pharmacist by filling prescriptions for customers and responding to patient questions regarding prescription and medication-specific issues.

April 2005 - June 2005

**Kindergarten Volunteer Teacher**, NEW ERA SUMMER KINDERGARTEN PROGRAM, PHILIPPINES (Remote)

- Promoted positive behavior among students by modeling kindness, patience, and respect.
- Participated in ongoing professional development opportunities to stay informed about best practices in early childhood education, bringing new ideas and strategies back to the classroom setting.
- Maintained open communication channels with parents on their child's progression through newsletters or other means of communication available at school level like phone calls or we directly visit the house of students.
- Contributed to creating a nurturing atmosphere where students felt comfortable expressing their thoughts openly during group discussions or class projects.
- Encouraged teamwork amongst children during group activities promoting essential interpersonal skills like listening to others or sharing resources.

## EDUCATION

2008

**BACHELOR OF PUBLIC ADMINISTRATION**, Major in Local Governance

**Bukidnon State University**, MALAYBALAY, BUKIDNON