

ROSELEEN L. PANDAY

SALES AND CUSTOMER SERVICE PROFESSIONAL



CONTACT

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Dubai, UAE

ABOUT ME

Date of Birth : 26 March 1987

Gender : Female

Nationality : Filipino

Visa Status : Visit Visa

SKILLS

- Customer Service
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking
- Inventory Management
- Attention to Detail & Accuracy
- Multitasking
- Visual Merchandising
- Adaptability
- Initiative
- POS Operation
- Conflict Resolution



PROFILE

Highly skilled professional with expertise in customer service, order processing, and sales. Strong interpersonal, leadership, and multitasking abilities with a keen eye for detail. Proven success in inventory management, training, and driving sales while ensuring excellent customer experiences.



WORK EXPERIENCE

HARLIENZ DESIGN

2022 - 2025

Sales Associate
Doha, Qatar

- Accurately processed cash, card, and voucher transactions, minimizing discrepancies.
- Assisted customers with product selection, upselling, and issue resolution to enhance satisfaction.
- Designed attractive merchandise displays to increase foot traffic and sales.
- Ensured store cleanliness and compliance with company policies.
- Prepared daily sales reports and maintained an organized workspace for efficient operations.
- Helped customers obtain specialised help for refunds and exchanges.
- Adhered strictly to company policies and procedures ensuring compliance at all times.
- Handled returns and exchanges following company policies, resulting in satisfied customers.

EMIRATES NATIONAL OIL COMPANY

2016 - 2019

Sales Associate
Dubai, UAE

- Assisted customers with inquiries, product selection, and purchase recommendations.
- Introduced promotions and new products to drive sales.
- Managed inventory to prevent stock shortages or overages.
- Processed cash, card, and cheque payments accurately.
- Inspected products before refunds, ensuring quality control.
- Tagged products efficiently and maintained organized displays.
- Minimized wait times by managing customer queues effectively.
- Delivered exceptional customer service to enhance the shopping experience.
- Maintained up-to-date knowledge of store products and promotions to assist customers effectively.
- Collaborated with team members to ensure smooth daily operations and a positive shopping environment.



EDUCATION

Secondary 1999 - 2003
Queen of Peace High School
La Paz, Abra, Philippines

Elementary 1993 - 1999
La Paz Integrated Elem. School
La Paz, Abra, Philippines

LANGUAGES

- English (Fluent)
- Tagalog (Fluent)

WORK EXPERIENCE

AL MADINA HYPERMARKET 2013 - 2015
Cashier
Dubai, UAE

- Handle cash, credit, or check transactions with customers
- Scan goods and collect payments
- Ensure pricing is correct
- Issue change, receipts, refunds, or tickets
- Count money in cash drawers at the beginning and end of shifts to ensure that amounts are correct and that there is adequate change
- Keep reports of transactions
- Process returns and check to see if items are damaged
- Answer customers' questions and get a manager if answer doesn't solve the issue
- Provide excellent customer service to ensure satisfaction

SON-NICE INTERNATIONAL COMPANY 2011 - 2012
Promo Clerk
Philippines

- Greeting customers as they enter the store
- Working at the point-of-sale counter to process transactions
- Assisting customers in locating products by going through the inventory
- Entering sales data and customer data into the company database
- Keeping records of special orders
- Monitoring the merchandise and notifying a superior when items need to be restocked
- Arranging items such as special sale items to engage customers
- Coordinated deliveries from suppliers; ensured the office was well-stocked at all times.

ROBINSON 2009 - 2009
Sales Clerk
Philippines

ROBINSON 2007 - 2008
Sales Clerk
Philippines

SURPLUS MARKETING CORPORATION 2007 - 2007
Sales Clerk
Philippines

MARKET REACH DISTRIBUTION 2005 - 2007
Promo Sampler
Philippines