

# Curriculum Vitae

## Personal Profile

## Rhea Bantay



Nationality	Filipina
Place Of Birth	Eastern Samar, Philippines
Civil Status	Single
Religion	Islam
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## OBJECTIVES:

To step up in next level of new experience, innovative ideas, knowledge and team building career. Be a part of the progressive & multi-innovation company where the opportunity of career growth and development of character is excellent in enhancing and molding the upcoming leader.

## EDUCATION:

### Associate in Computer Science

Graduated March 22, 2005  
Collegiate Record 0015983-3  
PER ESSC BOARD OF TRUSTEES  
RES.NO.24 S.2005

Eastern Samar State University (ESSU)

## EXPERIENCE

### Assistant Manager | Majid Al Futtaim Hypermarket

March 2019 – Present

- To ensure the CCO P & P are followed and applied strictly
- To ensure the CCS P & P are followed and applied strictly
- Yearly staff Annual Leave Plan
- Conducting of Customer Care training
- Monitoring and evaluating the new joiners
- Assuring Monthly reports are sealed and sent before the deadline
- Emails communication the first tool task
- Ensuring the complaints, verbal either written to verify first and immediate action
- Preparing weekly schedule of staff (Supervisors, Trolley boys and Cashiers)
- NPS daily follow up/remarks and to verify the customer concerned and immediate action
- E-Roster monitoring staff attendance and monthly update for HC reference.
- Listening and providing solution/advice to the staff concerned, its either profession or personal
- Fulfilling the delegation task given by CCO Manager before the deadline

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- Reporting to CCO Manager any suspicion activities during duty hours (staff or customer)
  - Conducting yearly evaluation and performance of the staff

### **Customer Care Supervisor |Majid Al Futtaim Hypermarket**

March 2014 –February 2019

- Receiving and filling of all technical and non-technical documents in and out of the office. (CASSA)
- Prepare weekly and monthly report.
- Maintain the full flow/control of documents as per standard. (HD, LPO Cancellation, Waste Report, Store defective Stocks Report.)
- Active in Internal audits and supporting external audits.(HO Audit)
- Weekly schedule CCS Officer & driver.
- Weekly briefing about store promotions and company message to relay to the staff.
- To validate the staff personal hygiene, uniforms and attendance.
- To follow up pending deliveries, customer complaints and

### **CCS Officer |Majid Al Futtaim Hypermarket**

May 2012 - February 2014

- Attending the customer face to face inquiry.
- Attending outgoing and incoming customer calls.
- Giving precisely and accurate action upon customer complaints/ demands.
- Refunding/Exchanging according to company policy.
- Customer's written complaint and email complaint follow up.
- Reporting to Supervisor in any form suspicion of the receipt/items needed to return
- Ensuring files of Refund/Exchange are in sequence
- Ensuring the Customer service loan balance accordingly in refund report
- Following up call by daily and weekly, pending deliveries, units for collection, units under approval,  
units for Waste P & P
- Weekly spot-check files in sequence along with corresponding attached form and units physical in the cage

### **Cashier |Majid Al Futtaim Hypermarket**

September 2009 - April 2012

- Handle cash, credit, or check transactions with customers
- Scan goods and collect payments
- Ensure pricing is correct

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- 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
  - Make sales referrals, cross-sell products, and introduce new ones
  - Resolve customer complaints, guide them, and provide relevant information
  - Bag items carefully
  - Greet customers when entering or leaving establishment
  - Maintain clean and tidy checkout areas
  - 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
  - Bag, box, or wrap packages
  - Provide excellent customer service to ensure satisfaction

#### **SKILLS:**

- Excellent knowledge of CASSA, CSI, JIRA, MAXXING
- Good in Microsoft Word, Excel, Power Point.
- Full knowledge of sales return.(DIOA Stocks)
- Good relationship with Supplier and service centers.
- Professional in Phone etiquette and Outlook email work.
- Had Done Customer Service Training 1, 2, and 3.
- Performing well in presentation and communication during training
- Excellent in written communication and documentation skills.
- Flexibility
- Customer Service skills
- Time managements
- Teamwork skills
- Work Ethic
- Computer proficiency skills

#### **ADVANCED LEVEL:**

- Task of responsibility as Delegation Of Authority (DOA) during the absence of Dep't Head.