

SHERELLYN ROCAMORA

CUSTOMER SERVICE REPRESENTATIVE



CONTACT

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Al Salam St., New Nyadat Al
Ain, Al Ain City, United Arab
Emirates

PROFESSIONAL SUMMARY

Focused Customer Service Representative skilled in customer relationship development and sales. Providing unsurpassed support to demanding customers with a passion for consistently improving numbers, enhancing knowledge, and exceeding expectations.

EDUCATION

BACHELOR OF SCIENCE IN CUSTOMS ADMINISTRATION

PMMS Colleges
Las Pinas City, Metro Manila,
Philippines

PERSONAL DETAILS

Date of Birth: 21/10/1985

Age: 37

Nationality: Filipino

Marital Status: Single

Visa Status: Visit Visa

LANGUAGES

English
Upper Intermediate

EXPERTISE

- Operations Management
- Customer Relations
- Money Management

EXPERIENCE

SALES/CASHIER

MANGO MARKET FZ-LLC | March 2023 - September 2023 Dubai, United Arab Emirates

- Operated cash registers with proficiency during high-volume shopping times, reducing customer queues.
- Maintained excellent client satisfaction by providing professional, courteous customer service.
- Processed cash, cheque, credit, and debit payments accurately and efficiently, minimizing till discrepancies.
- Recorded daily transaction information using POS systems, enabling stock success monitoring.
- Handled cash and card payments with precision, maintaining customer confidentiality and discretion throughout.

OWNER

MAXIE'S CLOSET | January 2020 - February 2023 Imus, Cavite, Philippines

- Estimated costs using working knowledge of current market trends.
- Monitored property market trends to accurately anticipate and meet customer demand.
- Managed customer relationships to achieve a high satisfaction rate.
- Developed marketing strategies to promote the clothing store and its products, including advertising and social media marketing.

KEY SKILLS

- High volume transactions
- Loss prevention
- Credit card payment processing
- Till accuracy
- Physical strength
- Customer greeting
- Payment processing
- Store appearance upkeep

TRAININGS

SAFETY AND HEALTH TRAINING

FEBRUARY 2020

EFFECTIVE COMMUNICATION IN THE WORKPLACE

FEBRUARY 2020

LEADERSHIP EXCELLENCE TRAINING

MAY 2019

TRAINERS THE TRAINERS

2017

DANGEROUS GOODS AWARENESS TRAINING

JANUARY 2014

TEAM LEADER TO OPERATIONS OFFICER

DRAKE BUSINESS SERVICES ASIA | April 2017 to June 2020 Pasay City, Philippines

- Lead and managed a team of operations staff including developing, assigning, and monitoring daily workforce operation and processes.
- Worked closely with management team to identify and mitigate potential operational risks.
- Oversee the training and development of team members which involves providing coaching and training for skill development.
- Forged strong relationships with stakeholders, communicating effectively and handling urgent requests.
- Produced monthly reports to update staff and management on challenges and successes.

CUSTOMER SERVICE STAFF TO OPERATIONS SUPERVISOR

OVERSEAS COURIER SERVICES | June 2011 to March 2017 Pasay City, Philippines

- Implemented customer complaint response strategies, providing rapid and effective follow-up to ensure customer satisfaction.
- Answered customer telephone calls promptly and improved on-hold wait times.
- Resolved customer issues effectively, using strong interpersonal skills and conflict resolution techniques.
- Assisted customers with additional retail services, including alterations, special orders, and item loans.

CUSTOMER SERVICE STAFF

WILCON BUILDERS DEPOT | June 10 to April 2011

CASHIER/SALES

SM SUPERMALLS | June 2009 to November 2009