



## STEPHANY NUGUID-BANSIL

Abu Dhabi, UAE  
+971568295030 | stephany.bansil@gmail.com

### Summary

Customer-focused professional with experience in retail sales, cashiering, and front desk operations. Skilled in handling transactions, managing inventory, and providing administrative support. Recognized for increasing sales through upselling and delivering exceptional customer service. Adept at multitasking in fast-paced environments, resolving customer concerns, and ensuring smooth business operations. Proficient in POS systems, cash handling, and stock management, with a proven ability to collaborate effectively with teams. Committed to enhancing customer experiences and contributing to business success.

### Experience

- ENOC Retail LLC (Zoom) - Dubai, UAE** February 2023 - March 2025  
Sales Assistant cum Cashier
  - Assisted customers with product selection, inquiries, and POS transactions.
  - Prepared and served hotdog sandwiches, coffee, and tea while maintaining hygiene standards.
  - Operated various coffee machines and ensured quality beverage service.
  - Managed inventory, restocked shelves, and coordinated with suppliers.
  - Maintained store cleanliness and promoted sales through upselling and informing customers about promotions.
- RDF Feed, Livestock & Foods Inc. - Pampanga, Philippines** February 2021 - February 2023  
Cashier
  - Managed cash transactions and processed payments, ensuring accuracy and efficiency.
  - Received and checked meat deliveries, ensuring products met quality standards and were correctly documented.
  - Maintained a clean and organized meat display area to ensure hygiene standards and attractive presentation.
  - Collaborated with the team to ensure smooth operations and inventory management, restocking as needed.
  - Handled customer inquiries and complaints professionally, ensuring customer satisfaction.
- Abu Dhabi Cooperative Society - Abu Dhabi, UAE** January 2018 - August 2020  
Receptionist
  - Provided administrative support by managing daily office operations, including filing, record-keeping, and data entry.
  - Handled incoming and outgoing calls, emails, and correspondence, ensuring accurate communication with staff and clients.
  - Welcomed and directed visitors and clients to the appropriate departments while maintaining a professional and friendly environment.
  - Scheduled and organized calendars, appointments, and meetings for staff, ensuring efficient time management and coordination.
  - Monitored office inventory, coordinated with suppliers, and ensured office equipment was functional and maintained.
- Abu Dhabi Cooperative Society - Abu Dhabi, UAE** June 2014 - January 2018  
Cashier
  - Processed customer transactions accurately using cash registers and card payment systems.
  - Scanned and bagged items while ensuring efficiency and customer satisfaction.
  - Handled refunds, exchanges, and resolved customer inquiries professionally.
  - Balanced cash drawers to maintain accurate financial records.
  - Maintained a clean and organized cashier area to uphold store standards.

## Skills

- Customer Service Excellence – Providing friendly and efficient service, ensuring customer satisfaction.
- POS System & Cash Handling – Experienced in processing transactions, handling cash, and operating point-of-sale systems.
- Inventory Management – Monitoring stock levels, coordinating deliveries, and restocking products efficiently.
- Sales & Upselling – Proven ability to drive sales, promote products, and increase revenue through upselling strategies.
- Administrative Support – Managing office records, scheduling, and handling communication professionally.
- Multitasking & Adaptability – Effectively balancing multiple responsibilities in fast-paced environments.
- Problem-Solving & Conflict Resolution – Addressing customer concerns and ensuring smooth business operations.
- Teamwork & Collaboration – Working efficiently with colleagues to maintain workflow and achieve goals.

## Achievements & Awards

- Recognized as the Top Seller during sales promotions at Dubai Shopping Festival (DSF) and Dubai Summer Surprises (DSS) for two consecutive years (2023 & 2024), contributing to significant sales growth.
- Earned additional evaluation points for exceptional sales performance, customer engagement, and product knowledge.
- Recognized for my contribution and diligent efforts in bringing the branch back to service at Abu Dhabi Cooperative Society.
- Awarded for proactively ensuring the successful recovery and operational continuity of the branch.

## Education

- [Philippine Center for Career Advancement \(PhilCAd\)](#) Reception and Secretarial 2017

## Reference

- available upon request