

MARIALYN Y. CASTILLO

Ajman, UAE

castillomarialyn29@gmail.com

+971 507537197



CAREER OBJECTIVE

To enhance my professional skills, capabilities and knowledge in an organized the value of hard work and trust me with the responsibilities and challenges.

PERSONAL INFORMATION

Age: 26 years old
Date of Birth: December 29, 1997
Nationality: Filipino
Civil Status: Single
Height: 160 cm
Religion: Roman Catholic
Passport number: P0739586C

WORK EXPERIENCE & INTERNSHIPS

CUSTOMER SERVICE EXECUTIVE

NESTO HYPERMARKET

Ajman, United Arab Emirates

September 30, 2023 – Present

Duties and Responsibilities:

- Dealing with customers and helping them to resolve any complaints.
- Managing incoming calls and customer service inquiries.
- Identifying and assessing customer's needs to achieve service satisfaction.
- Provide accurate, valid and complete information by using the right method/tools.
- Make sure of the availability of supplies.
- Daily checking and update of store record books.
- Daily checking and update of store receipts books
- Daily checking of e-mails, customer and vendor follow-up.
- Helping customer in registrations on company's mobile application (INAAM App)
- Processing of Service order for After Sales items, Home Service, service follow up, and service update to customer.

CASHIER

NESTO HYPERMARKET

Ajman, United Arab Emirates

November 28, 2022 – September 29, 2023

Duties and Responsibilities:

- Manage transactions with customers using cash registers.
- Scan goods and ensure pricing is accurate.
- Collect payments whether in cash or credit.
- Issue receipts, refunds, change or tickets.
- Redeem stamps and coupons.
- Cross-sell products and introduce new ones.

LEGAL SECRETARY

BALAIS-TENAJA-SACO LAW FIRM

Davao de Oro, Philippines

February 2021 – July 2022

Duties and Responsibilities:

- Transcribing and proofreading legal documents
- Scheduling court deposition, hearing and meetings
- Filing and organizing legal documents
- Submitting the civil/criminal cases to the court
- Creating a legal document to client
- Answering phone calls and take note messages
- Arrange the schedule of Attorneys
- Recording the financial of the firm.

SALES ASSOCIATES

NOVO DEPARTMENT STORE INC.

Davao de Oro, Philippines

November 2020 – February 2021

Duties and Responsibilities:

- Ensure high levels of customer satisfaction through excellent sales service
- Assess customers' needs and aid and information on product features
- Welcome customers to the store and answer their queries
- Follow and achieve department's sales goals on a monthly, quarterly and yearly basis
- Maintain in-stock and presentable condition assigned areas
- Actively seek out customers in store
- Remain knowledgeable on products offered and discuss available options
- Process POS (point of sale) purchases
- Cross sell products
- Handle returns of merchandise
- Team up with co-workers to ensure proper customer service
- Build productive trust relationships with customers
- Comply with inventory control procedures.

ENUMERATOR

PHILIPPINE STATISTICS AUTHORITY

Davao de Oro, Philippines

September 2020 – October 2020

Duties and Responsibilities:

- Ensure that the entire area assigned to you is covered by visiting all the buildings, houses and households falling within your Enumeration Block.
- Fill up the Working Sheet for preparing Enumerator's Abstract (three separate sets; one each for normal, institutional and houseless households).

SALES CLERK

PACIFICA AGREVIT SUPPLIES INC.

Davao del Norte, Philippines

July 2019 – October 2019

Duties and responsibilities:

- Work at the point-of-sale counter to process transactions
- Assist customers in locating products by going through the inventory
- Call other store locations to find items that are not available in the store based on customer requests
- Suggest new items to customers based on their selections
- Enter sales data and customer data into the company database
- Keep records of special orders

ACADEMIC BACKGROUND

BACHELOR OF SCIENCE IN ENTREPRENEURSHIP

Compostela Valley State College

Davao de Oro, Philippines

2019

SKILLS AND QUALIFICATION

- Effective communication skills.
- Efficiently work under pressure and minimal supervision.
- Competitive in dealing with a diverse customer population.
- Can handle and solve customer complaints and inquiries.
- Possess excellent verbal and written communication skills.
- Patience and has the ability to perform tasks accurately.
- Proficient in Microsoft Office tools.
- Has the ability to work and build professional relationships with others.

Character reference to be provided as for request.

