

PERSONAL INFORMATION

- Name : **Lhea Villanueva Entico**
- Nationality : Filipino
- Contact No. :09359837034
- Email address :lheaentico@gmail.com
- Marital Status : Married



OBJECTIVE

To succeed in an environment of growth and excellence and earn a job which provides me job satisfaction and self development and help me achieve personal as well as organizational goals.

QUALIFICATION/CORE STRENGTHS /PROFESSIONAL SKILLS

- Associate in Information Management Major in Airline Operation
- Proficient in communicating in English and basic commercial Arabic language.
- Knowledgeable in customer service principles at all multicultural and professional level.
- Extremely knowledgeable person with extensive experience.
- Strong management skills, hardworking, and responsible worker.
- Able to work efficiently even under pressure and without supervision.
- Delivers positive personal attitude and enthusiasm.

WORK EXPERIENCE

Company Name: **AL MAYA GROUP LLC, PAPERCHASE
DUBAI,United Arab Emirates**

**Position: SALES ASSOCIATE
NOV.19,2018-OCTOBER 12,2020**

Responsibilities:

- Ensure high levels of customer satisfaction through excellent sales service.
- Assist customers needs and provide assistance 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.
- Encoding the receive items if its tally in the transfer order .
- Packaging and transferring items in other branches.

Company Name: **TOY STORE GULF GREETINGS LLC**
Dubai, United Arab Emirates

Position:

CASHIER/SALES REPRESENTATIVE
 NOVEMBER 15,2014 -OCT 10,2016

Responsibilities:

- Assign in planning and implementing strategies to attract customers.Encoding , receiving items from Purchase orders and get approval from the client.
- Coordinate daily customer service operations (sales processes, orders and payments).
- Analyze consumer behavior and adjust product positioning; handle complaints from customers. Answering route calls, field interdepartmental communications including answering emails, delivering or responding to mailings and customer records.
- Preparing petty cash expenses for reimbursement and ensuring cash on hand and expenses record invoices are tallied.
- Requesting stationeries which only required and ensure to not exceeding on the budget expenses.
- Delegating tasks and ensuring that they are completed in accordance with existing policies and procedures.
- Responsible for working the cash register and interacting with customers to collect payments and provide change and a receipt for a customer's purchase.
- Operate registers, scanners, scales and credit card/debit card terminals.
- Handle exchanges and refunds in a quick, efficient manner.
- Take a tally of the funds in the cash register when required during a shift and produce transaction reports.

Company Name: **MITSUBA COMPANY**
Lima Industrial

Position: **Sub-Assy**
October 11,2012- March 23,2013

Responsibilities:

- Checking the output products for assembling.
- Wiping oils in the excess product that comes out from the machine.
- Making a report regarding no goods product.
- Flexible in schedule night shift and dayshift
- Cutting the excess plastic
- Putting product names and clean the area before leaving the machine.

Company Name: **MERIDIEN BUSINESS LEADER INC.**
SM Department Store, Lipa City

Position: **Checker**
March 1, 2012-June 30,2012

Responsibilities:

- **checker** or cashier rings up groceries and other goods at a retail store, include totaling the price of all goods for a customer collecting payment for the items
- Assisting the customer with the bagging of their purchases.
- Keeping the Merchants copy to be not lost and give it to the cashier end of the dray.
- Selling Sm Advantage Card for every customer.

Company Name: **Golden Arche's Development Corp.**
Lipa City

Position: **Service Crew (McDonald's)**
MARCH 01,2010- January 08,2012

Responsibilities:

- Greetings and welcoming every customers entering the store.
- Checking, and clean the designated area .
- Deliver the product to the concern customer.

- Preparing party needs and foods for the birthday celebrants. Assisting the birthday celebrants for their any concerns for the party.
- Serving the customer in accurate and fast manners. Show genuine sensitivity to the needs of the individual customer.
- Wearing mascot in birthday party if needed.
- Ensure food safety standards are being followed
- Clean and maintain designated area during downtime.

EDUCATION

- **College :** **Associate in Information Management Major in Airline Operation**
Fernando Airbase Lipa City Batangas
Graduated April 15, 2012
- **Secondary :** La Purisima Concepcion Academy
MataasnaKahoy, Batangas
Graduated March 2008
- **Elementary :** Loob Elementary School
Loob MataasnaKahoy, Batangas, Philippines
Graduated March 2006

I hereby certify that the above information are true and correct to the best of my knowledge and belief.

LHEA V. ENTICO
Applicant