



Criselda A. delos Santos

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Objective


To contribute my 4yrs of experience working as Sales Associates and Cashier and to work hard with full determination and dedication to achieve organizational as well as personal goals.

PROFESSIONAL EXPERIENCE

 **Cashier**
Ur Value Shop
Muntinlupa City Philippines
June 2014 – August 2016

Duties and responsibilities

- Greeting customers who enter the shop
- Assisting Customers to find the products they are looking for.
- Attracts potential customers answering questions about products, prices, availability, or credit terms.
- Answering queries from customers.
- Handling all the cash transaction of an organization.
- Receive payment by cash, cheques, credit card etc.
- Checking daily cash accounts.
- Guiding and solving queries of customer
- Providing training and assistance to new joined cashier.

 **Cashier**
All Shoppe Department Store
Las Pinas City Philippines
November 2011 – July 2012

Duties and responsibilities

- Greeting customers who enter the shop
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change

- Handling all the cash transaction of an organization.
- Receive payment by cash, cheques, credit card etc.
- Checking daily cash accounts.
- Guiding and solving queries of customer
- Providing training and assistance to new joined cashier.

 ***Sales Associate***
FINDS Department Store
January 2011 - July 2011

Duties and responsibilities

- Greeting customers who enter the shop
- Assisting Customers to find the right clothes they are looking for.
- Attracts potential customers answering questions about products, prices, availability, or credit terms.
- Answering queries from customers.
- Being responsible for processing cash and card payments.
- Maintain awareness of all promotions and advertisements.
- Discuss warranties and replacement date.
- Check inventory to ensure product is in stock.
- Highly trained using software applications and any personal computer.

 ***STORE SALES ASSOCIATE***
SM Mega Mall (Department Store / Fashion Section)
Oct 2010 - January 2011

Duties and responsibilities

- Greeting customers who enter the shop
- Assisting shoppers to find the goods and products they are looking for.
- Answering queries from customers.
- Demonstrate products and show consumers how to maximize their features.
- Giving advice and guidance on product selection to customers.
- Answer customers' questions about products, prices, availability, or credit terms.
- Being responsible for processing cash and card payments.
- Dealing with customer refunds.
- Keeping the store tidy and clean, this includes hovering and mopping.
- Responsible dealing with customer complaints.
- Discuss warranties and replacement parts.
- Check inventory to ensure product is in stock.
- Maintain awareness of all promotions and advertisements.

QUALIFICATIONS

- Highly trained using software applications and any personal computer.
- Willing to work flexible hours including one weekend day and holidays to meet the needs of the business.
- Excellent verbal and written communication skills with the ability to communicate clearly and effectively in all situations.
- Fast learner, cheerful, friendly and engaging personality and confident manner.
- Ability to produce the best result in pressure situation.
- Positive attitude, highly motivated, competitive and a self-starter

EDUCATIONAL BACKGROUND

- Bachelor of Science in Business Administration
Major in Marketing
Rizal Technological University
Pasig City Philippines
2002
- Colegio De San Clemente
Angono, Rizal
1998- 2002

PERSONAL INFORMATION

Date of Birth	February 01, 1985
Height	5 inches
Religion	Roman Catholic
Sex	Female
Marital Status	Single
Citizenship	Filipino
Age	31 years old

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

CRISELDA A. DELOS SANTOS