



PERSONAL DATA:

Date of Birth : October 28, 1995
Gender: : Female
Civil Status : Married
Citizenship : Filipino
Religion : Roman Catholic

SKILLS & INTEREST:

- Customer Service Skills
- Computer literate (knowledge in **MS Word, Excel and Power Point and Internet Application**)
- Has the ability to work under pressure with less supervision
- Attention to Detail
- Positive Attitude and energy
- Communication Skills
- Willingness to go on training and seminars to further improve skills and develop abilities and talents.
- Confidentiality & Professionalism

EDUCATIONAL BACKGROUND:

**Bachelor of Science in
Business Administration Major
in Financial Management**
(Undergraduate)

Gordon College
Olongapo City, Zambales
2012-2014

**Office Productivity Tools
TESDA**
(Technical Education & Skills
Development Authority)
Barretto Learning Center
June 2016 – December 2016

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

Raiza May Angeles

RAIZA MAY M. ANGELES

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CAREER OBJECTIVES:

To be an asset to the company I work for by being a responsible and flexible employee to the task given to me. Willing to undergo training to help build a good teamwork. To gain further exposure and experience in a distinct and prestigious company. Going beyond my duties if so in need.

WORK EXPERIENCE:

SALES / CASHIER

CREATIVE MINDS GENERAL TRADING L.L.C.

Dubai, UAE

March 2017 – Present

- Greet and assist customers who enter the shop daily.
- Assist shoppers to find the goods they are looking for.
- Give advice and guidance on product selection to customers.
- Arranging and cleaning items to provide good quality display.
- Replenish fast moving items and reporting slow moving items
- Handle cash and credit card transactions with customers
- Scan goods and collect payments
- Issue change, receipts, returns and store credit
- Count money in cash drawers at the beginning and end of shifts to ensure that amounts are correct and that there is adequate change.

RECEPTIONIST

Allied Care Experts Medical Center – Baypointe Hospital

January 2016 - February 2017

- Greeted and assisted patients, visitors, and family members with professionalism, ensuring a positive first impression of the hospital.
- Managed patient check-in collected personal and medical information and maintained accurate records in the hospital's system.
- Scheduled appointments, coordinated follow-ups, and sent reminders to patients regarding consultations and medical procedures.
- Handled incoming calls, addressed inquiries, and directed patients to the appropriate departments or staff.
- Collaborated with medical, administrative, and support staff to ensure smooth patient flow and efficient hospital operations.
- Provided empathetic support to patients and families, ensuring a comfortable and welcoming environment.
- Assisted with emergency situations and coordinated responses with medical teams when necessary.

RECEPTIONIST / SEASONAL SALES REPRESENTATIVE

Von Dutch – Olongapo City, Philippines

October 2015 – December 2015

- Greeted and assisted customers, managing the front desk and providing information about store products and promotions.
- Handled customer inquiries, offering personalized recommendations based on their needs and preferences.
- Provided thorough explanations of products and services, ensuring customers felt confident in their purchases.
- Monitored store traffic and assisted with crowd management during peak hours, ensuring smooth customer flow and satisfaction.

RECEPTIONIST

White Rock Beach Hotel & Waterpark – Olongapo City, Philippines

February 2014 – September 2015

- Greet and welcome guests in a friendly and professional manner.
- Manage check-in and check-out processes, ensuring smooth and efficient service.
- Answer phone calls, respond to emails, and handle guest inquiries.
- Maintain guest reservations, bookings, and cancellations.
- Handle payment transactions and process guest accounts.
- Coordinate with housekeeping, maintenance, and other departments to meet guest needs.
- Ensure the lobby and front desk areas are clean, organized, and presentable.
- Provide local information, recommendations, and assist with transportation arrangements.
- Address guest complaints or issues promptly, ensuring customer satisfaction.
- Manage administrative tasks such as filing, data entry, and record keeping.