

ALPHA BARBO

Contact

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Objective: To pursue a career in a professionally managed company with opportunities for innovation and creativity. I aim to work in an environment that facilitates value addition to the organization via the utilization of my experience and aid in my professional growth.

Experience

- 01/2020 – 01/2022 – Customer Service Executive – Grand Mall, Sharjah
- 01/2018 - 01/2020 – Cashier – Grand Mall, Sharjah
- 12/2016 -11/2017 – Quality Inspector - Japan Aviation Electronics - Philippines Inc.
- 12/2015 - 6/2016 – Visual Inspector - OPTIS Smart Manufacturing Philippines Inc.

Education

- Associate of Computer and Technology-2007-2009 (National College of Science and Technology, Cavite, Philippines)
- High School – Butigue High School (2003-2007)

Language

- English
- Tagalog

Personal Details

- Date of Birth – 16-01-1990
- Nationality – Filipino
- Gender – Female
- Marital Status – Single
- Visa Status – Employment Visa (Expiry – 17-01-2022)

Highlights

- Results-oriented
- Revenue generation
- Business development
- Effective marketing
- Organizational capacity
- Hard working
- Ability to motivate staff and maintain good relations
- Resistance to stress
- Good manners

Hobbies

- Reading
- Dancing
- Music
- Singing
- Travelling

Customer Service Executive – Grand Mall, Sharjah - 01/2020 – 01/2022

Job Responsibilities:

- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution, Keep records of customer interactions, process customer accounts and file documents.
- Stock taking and preparing the current report.
- Conducting quality assurance surveys with customers and providing feedback to the staff.
- Possessing excellent product knowledge to enhance customer support.

Cashier – Grand Mall, Sharjah - 01/2018 - 01/2020

Job Responsibilities:

- Managing transactions with customers using cash registers, Scanning goods and ensuring pricing is accurate, Issue receipts, refunds, change or tickets, Redeem stamps and coupons.
- Resolve customer complaints, guide them and provide relevant information, Track transactions on balance sheets and report any discrepancies.

Quality Inspector – Japan Aviation Electronics, Philippines Inc. - 12/2016 -11/2017

Job Responsibilities:

- Checking the quality of the product to reach the customer satisfaction and ensure the quality of the product according to the standard of the brand, Repairing the product to reduce the wastage of the quality of parts, Inspecting and testing the materials and equipment produced by a company
- Accepting or rejecting finished products and discussing inspection results with the production team, Read blueprints, plans, and specifications to understand the requirements of products and services, Document inspection outcomes by completing detailed reports and performance records.

Visual Inspector – OPTIS Smart Manufacturing Philippines Inc.- 12/2015 - 6/2016

Job Responsibilities:

- Diagnose and fix problems with conventional or digital cameras, Discover the root of the problem and determine if fixing the component
- Problem is determined, they repair or replace the defective part, Calibrating light meters and timing instruments, and testing equipment performance.

REFERENCE

Depends upon Request.