



# BONA SUMILE PANARES

RECEPTIONIST, SALES ASSOCIATE, CUSTOMER SERVICE, WAITRESS AND TELEMARKETING.

## CONTACT

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Al Rigga St., Deira, Dubai, UAE

## PERSONAL

April 24, 1980 Philippines

Married Roman Catholic

## SKILLS

- Computer Literate.
- Helpful, tactful and courteous at all times.
- Ensuring that uniform and personal appearances are clean and professional.
- Attracts potential customers by answering product and service questions; suggesting information about other products and services.

## LANGUAGES

- English (Fluent)
- Tagalog (Fluent)
- Cebuano (Fluent)



## PROFILE

To obtain a job within my chosen field and allow me to use my education, skills and past experiences in a way that is mutually beneficial to both myself and my employer and allow for future growth and advancement.



## WORK EXPERIENCE

### Al Futtaim Private LLC

Customer Service Representative

NOV 2011 - PRESENT

- **Greet and Welcome Customers:** Warmly greet customers upon their arrival at the store, offering a friendly and approachable demeanor. Ensure all interactions align with company values and customer service standards. Address any initial inquiries and direct them to the appropriate department or products.
- **Product Knowledge & Customer Guidance:** Proactively engage with customers to understand their needs and preferences. Provide detailed, knowledgeable guidance on the features, benefits, and specifications of products, helping them make informed decisions. Direct or lead them to the specific products they are looking for, ensuring a seamless shopping experience.
- **Customer Needs Assessment:** Take time to evaluate customer requirements, providing personalized assistance based on their interests and preferences. Offer expert advice and recommend suitable products that align with their needs, enhancing the shopping experience and increasing customer satisfaction.
- **Sales Processing & Transaction Handling:** Successfully facilitate the sale of products by processing transactions, including handling payments efficiently and accurately. Ensure the products are correctly packaged or wrapped, adhering to store policies regarding presentation and quality standards.
- **Thank You and Customer Retention:** Express gratitude to customers, whether or not they make a purchase. Show appreciation for their time and visit, reinforcing a positive brand image and leaving the door open for future business. Encourage feedback and offer assistance with any follow-up questions or concerns.



## EDUCATION

### Bachelor in Science in Education

Bukidnon State University

Malaybalay City, Bukidnon Philippines

1997-2001

## TRAININGS & SEMINARS

- Customer Delight Training
- Fire Marshal Training
- First Aid Seminar/Training
- Customer Satisfaction and Handling Process Training