



REYMUND SERRANO

Nationality: Philippines **Date of Birth:** 06/01/1982 **Gender:** Male

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Address: Gnc Bldg.10F/R1002 Hamdan St. Abu Dhabi, United Arab Emirates

ABOUT ME

Dedicated and versatile professional. Skilled in providing exceptional customer service, managing transactions, and offering support in various capacities. Proven ability to handle fast-paced environments while maintaining a positive attitude and ensuring customer satisfaction. Excellent communication and interpersonal skills, adept at building rapport with customers and colleagues. Flexible and adaptive, capable of multitasking and problem-solving to meet organizational goals.

WORK EXPERIENCES:

Encoder

Via Medica International Health Care [07/2021 - 10/2022]

City: Muhammed Bin Zayed City

Country: United Arab Emirates

- Accurately input data into computer systems, databases, or spreadsheets following established guidelines and procedures.
- Review and verify data for completeness, accuracy, and consistency.
- Perform necessary checks and cross-references to ensure the data entered matches the source documents.
- Identify and correct any errors or discrepancies in the data.
- Maintain organized and up-to-date records of entered data.
- Organize and file documents, both physically and electronically, in accordance with established protocols.
- Ensure data confidentiality and security by adhering to privacy policies and data protection guidelines.

Store Attendant

ADNOC Distribution [06/2011 - 03/2021]

City: Abu Dhabi

Country: United Arab Emirates

- Greet customers with a friendly and welcoming demeanor.
- Assist customers in locating products, answering inquiries, and providing recommendations.
- Ensure exceptional customer service by addressing and resolving any concerns or complaints promptly.
- Arrange products in an organized and visually appealing manner. Monitor expiration dates and remove expired items promptly.
- Familiarize with the store's products, including snacks, beverages, tobacco, and other convenience items.

- Stay updated on new arrivals, promotions, and special offers to provide accurate information to customers.

Material Controller

Modern Industries Company – Procter and Gamble [07/2007 - 12/2009]

Country: Saudi Arabia

- Responsible for monitoring and maintaining inventory levels of raw materials, components, or finished goods.
- This includes conducting regular stock checks, tracking usage patterns, and initiating reordering or replenishment processes when necessary.
- Forecast and plan material requirements based on production schedules, sales forecasts, and other relevant data.
- This involves analyzing historical data, collaborating with different departments, and considering factors like lead times, supplier constraints, and production capacity.
- Work closely with procurement teams to source and purchase materials from approved suppliers.

Cashier cum Waiter

Food Entertainment (Cinnabon, Seattle's Best) [10/2006 - 06/2007]

Country: Saudi Arabia

- Greet customers with a friendly and welcoming attitude.
- Assist in taking orders, answering questions about the menu items, and providing recommendations based on customer preferences.
- Ensure prompt and accurate service to enhance customer satisfaction.
- Maintain a clean and organized work area, including the dining area, food preparation stations, and equipment.
- Follow cleaning and sanitization protocols to uphold high food safety standards.
- Assist in restocking supplies as needed.

Counter Checker

Royal Duty Free Shops, Inc. [03/2005 - 05/2005]

City: Subic Bay Freeport Zone, Olongapo City

Country: Philippines

Bagger / Checker

ACE Hardware Philippines, Inc. [05/2003 - 08/2003]

Country: SM Bacoar Cavite, Philippines

Stock Clerk

The Landmark Corporation [11/2002- 12/2002]

Country: Makati City, Philippines

Counter Person

Metro Bakers, Inc. (Dunkin Donuts Franchisee) [07/2001 - 06/2002]

Country: Philippines

EDUCATION AND TRAINING

Associate in Computer Systems and Design Programming

AMA Computer Learning Center [1999 - 2001]

Address: San Francisco Iriga City, Camarines Sur (Philippines)

LANGUAGE SKILLS

Mother tongue(s): *Filipino*

Other language(s): *English, Basic Arabic*

SEMINARS ATTENDED

Merchandiser Training

Phil-Asia Trade Test and Training Center

2389 Tejeron Street Sta. Ana, Manila

May 20, 2005