



Cecilia Romero Guerrero

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*Present Address:*

Gundran Compound Putatan Muntinlupa City, Muntinlupa  
City 1772, Metro Manila, Philippines

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## Basic Information

<b>Age</b> 28	<b>Birth Date</b> Sep 04, 1995	<b>Gender</b> Female	<b>Civil Status</b> Single
<b>Height (cm)</b> 162	<b>Weight (kg)</b> 50	<b>Nationality</b> Filipino	<b>Religion</b> Christianity - Catholic

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## Work Experience

*I have been working for 6.15 years*

Aug 2020 - Dec 2023  
(3 Years, 4 Months)

### Sales Lady

Almuftah Group  
Construction / Building / Engineering  
Doha

- As a customer service representative, we are providing a helpful informations, answering questions, and responding to complaints to ensure the customer satisfaction.
- Warmly greets the customers.
- Answering inbound phone calls, addressing customer's questions about the products and services, and processing payments and returns.
- Giving to the customer's about the specifications and features related to the products.
- Making quotations and agreements.
- Processing payments or returns through cash or cards transactions.
- Communicate by email regarding the sales updates and progress of the orders.

Jul 2019 - Jul 2020  
(1 Year, 1 Month)

### **Receptionist**

Holoteq Group

Advertising & Marketing & Promotion / PR

Doha

- Answering phone calls and emails.
- Coordinate with other departments on inter-departmental related duties.
- Support and assist to all the needs of the senior engineer during meetings and site visits.
- Managing, maintaining and archiving hardcopies and softcopies of departments files and documents.
- Preparing Inter-departmental memo's and business letters for clients and customers.
- Other office jobs as per instruction of senior engineer.

Apr 2013 - Nov 2014  
(1 Year, 7 Months)

### **Cashier (Drive Thru and Dining Counters)**

Jollibee Foods Corporation

Food & Beverage / Catering / Restaurant

Manila

- Greet customers politely as they approached the drive thru window or in the dining counters. Listening carefully to their specific order and other concerns. Input orders to the database.
- Return any change rendered to the customer, after counting it appropriately, handover their receipts and provide them with information or where to pick-up the order for drive thru customers.
- Tally cash register at the end of each shift and make sure that there is enough change left for the next shift cashier on-duty.
- Experienced on kids attendant, during birthday parties, communicating with them effectively verbally and non-verbally in a variety of situations. Adept at developing play plans for childrens. Ensure the health and safety of the childrens throughout the party.
- Assisting in food preparation to the other staff. Tally the orders with the customer's receipts and ensure the condiments, utensils, and table napkins are packed with the orders, before handover to the customer.
- Giving thanks to the customers politely with a smile, and assisting the dining customers.

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## **Educational Attainment**

Jun 2012 - May 2013

**Pamantasan ng Lungsod ng Muntinlupa**

College Level (Undergraduate)

Information Technology

Jun 2014 - Nov 2014

**TESDA Philippines**

Vocational Diploma / Short Course Certificate

Dance Art

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## Government Documents

**Passport**

**ID Number:** P6398333A

**Place of Issue:** DFA NCR SOUTH

**Date of Expiration:** Mar 12, 2028

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## Skills

Customer service | Inventory | Cash Management | Sales Marketing |  
Computer Literate

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## Languages

English | Filipino

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## Character References

**Rino Larena**

**Hr Coordinator**

*AlMuftah Group*

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