



ABIGAIL MOLINA

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amolina040396@gmail.com

Doha, Qatar

EDUCATION

BS Hospitality Management
La Consolacion College of Daet
2018-2022

Housekeeping National Certificate II
Bread and Pastry National Certificate

Basud National High School
Basud National High School
2008-2012

SKILLS

- Time management & organization
- Data entry and record keeping
- Problem-solving
- Baking
- Multi-tasking
- Microsoft office

LANGUAGE

English

Filipino

About Me

Customer-focused professional with experience in sales and service, skilled in handling inquiries, resolving issues, and providing accurate product information. Strong in maintaining records, following up with clients, and working with teams to ensure customer satisfaction. Detail-oriented, adaptable, and efficient in fast-paced environments.

WORK EXPERIENCE

June 2021- April 2026
HC Consumer Finance Philippines INC.
Sales Associate

- Responded to customer inquiries and complaints through in-person and online channels, ensuring timely and accurate communication.
- Managed comprehensive databases of customer applications and interactions, ensuring 100% accuracy and regulatory compliance.
- Maintained accurate records of customer applications, interactions, and daily reports
- Collaborated with team members to meet monthly targets and deliver consistent customer service.
- Responded to complex inquiries via phone and email, providing professional information to diverse clients in a prompt manner.
- Prepared daily reports for management, tracking key performance indicators and identifying process improvements.

November 2014-2015

WAFFLE TIME INC.

Service Crew/Cashier

- Prepared ingredients and cooked waffles while maintaining food quality, hygiene, and efficient service
- Assisted customers with inquiries and orders in a fast-paced environment, ensuring prompt and friendly service
- Provided clear product information and handled customer concerns to ensure a positive experience
- Processed transactions and maintained accurate records of daily sales and inventory
- Worked closely with team members to ensure smooth operations and customer satisfaction
- Conducted inventory checks and prepared reports with strong attention to detail
- Communicated customer feedback and suggestions to supervisors to support service improvement

REFERENCES

Princess Evangelista

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