

# JOVERSON C. MENDOZA

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## Career Objective

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*Seeking a challenging job opportunity where my experience, academic background, and interpersonal skills would be exposed to a challenging work environment that allows self-development and open career path. Highly focused with a comprehensive knowledge of how to maintain a professional, helpful and courteous relationship with allocated customers and team work in retail.*

## Skills and Qualification

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- Expert customer service skills
- Expert knowledge of product safety and quality assurance practices
- Ability to acquire product knowledge quickly
- Highly self-motivated and result-oriented
- Able to work under pressure, open-minded
- Strong leadership and good negotiation skills
- Proficient in using MS Office, Excel & PowerPoint
- Proficient in oral and written in English and Filipino Language

## Professional Experience

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### **CAGAYAN VALLEY DRUG CORPORATION (Mercury Drug) Philippines**

#### **Pharmacy Assistant / Customer Service**

**December 2017 – June 2019**

#### ***Duties and Responsibilities:***

- Ensures right medicines are given to the Customers
- Assisted 100+ customers daily for prescriptions and information by phone, drive-through, and front counter
- Successfully operated and managed all cash transactions
- Effectively ordered and stocked supplies according to the needs of the pharmacy
- Awarded Employee of the quarter for excellent performance
- Leads inventories for the Store (Mid-year and Year-end)

### **NATASHA ISABELA, Philippines**

#### **Office Staff**

**April 2017 – October 2017**

#### ***Duties and Responsibilities:***

- Manage the flow of documentation within the organization
- Copy, scan and store documents and filing
- Successfully handled plenty of customers in 1 hour, owing to an unusual customer activity during weekdays.
- Improved customer services by actively looking out for loopholes in provided services, and reporting them to the supervisor.
- Trained 3 new retail sales assistants and interns, as part of their induction processes.
- Monitors and maintains current inventory levels.
- Responsible for all the custody of promo products of Natasha.

## **JOLLIBEE**

### **Service Crew**

**July 2016 – April 2017**

#### ***Duties and Responsibilities:***

- Provided high standards of customer service during high-volume and fast-paced operations.
- Boosting sales both in dining room and drive thorough by up-selling, combo creations and suggestive selling.
- Accurately counting back and receiving money from customers to ensure a balanced till after every shift.
- Handled taking order from customers as well as doing transactions.
- Gives fast customer service
- Ensured that proper sanitation and safety procedures and techniques are being followed.
- Cash handling experience with computerize system using credit and debit card payments.
- Interact with customers, received orders, processed payments, respond appropriately to customer issues.
- Rewarded as Most Valuable Service Crew of the Quarter

#### ***Educational Background***

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*Year* 2013-2017

#### **Bachelor of Science in Business Administration**

Major in Financial Management

Northeastern College, Yr. 2017

#### ***Personal Information***

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Date of Birth	:	November 27, 1997
Age	:	22 years old
Nationality	:	Filipino
Religion	:	Christian
Marital Status	:	Single
Visa Status	:	Until October 1, 2019 (Visit Visa)

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#### **CHARACTER REFERENCE:**

- *Available upon request.*

**Joverson C. Mendoza**  
**Applicant**