



KRISTINE JOYCE SEVERINO MERCADO

REMITTANCE TELLER

CONTACT

+974 552 7571

EMAIL

severinokris01@gmail.com

ADDRESS

Mansoura Doha Qatar

SKILLS

Excellent interpersonal & Communication skills
Competent, Creative, Cooperate, Reliable & Flexible
Hard working
Ability to work under pressure
Proactive & can work minimum supervision

EDUCATION

Tertiary
University of Makati | Computer Secretarial
2003 – 2005
Secondary
Makati High School
1996 – 2001
Primary
Makati Elementary School
1990 – 1996

PERSONAL DATA

Birth date: Dec 01, 1983
Gender: Female
Height: 158cm
Weight: 63kg's
Nationality: Filipino
Language: English / Tagalog
Religion: Roman Catholic

PROFESSIONAL OBJECTIVE

To Secure a fulltime position that will allow my ability to utilize my analytical Interpersonal and communicate skill. As well as will render my services to an organization, would allow me to apply my well experienced skill as I strive to achieve my goals of optimum. Growth in leveling up my professional excellence.

WORK EXPERIENCE

Customer Experience Agent Train Assistant July 2022 - Present

RHK QITARAT

Responsibilities of a Train Attendant
Normal Operation

- ✓ Conducting line Sweeping before the start of revenue operations. Boarding Train if instructed by ICC to check status of communication equipment driving console and emergency devices,
- ✓ Degraded & Emergency Operations
- ✓ Accessing the walkway via PED to board a train with failure. Requesting and getting movement authority from the ICC to drive the train manually. The safe movement of the train within its movement authority. Conducting Train evacuation upon ICC authorization

Customer Experience Agent

February 15,2019 to April 2022

RHK QITARA

Job Descriptions

- ✓ Customer Experience Agent help customers with complaints & amp, questions.
- ✓ Gives Customers information about products & amp; services by helping them to understand about on how to get on board at the train & amp; giving them the world class service experience.
- ✓ handle cash and ticket sales

Duties and Responsibilities

- ✓ Provides customer mobility.
- ✓ Explain the operation of fare machines and station equipment to passengers when required.
- ✓ Help manage crowd and minimize queuing at station gate lines.
- ✓ Report any issue relating to non- compliance of operational and safety standard procedure and work instructions.
- ✓ Participating in operational and exercises as required.

Self Employed Online Business

October 2014

Job Descriptions

- ✓ Conducts retail activities of business operations exclusively online
- ✓ & amp; may perform duties such as preparing business strategies, buying merchandise & managing inventories.
- ✓ Implementing marketing activities.
- ✓ Fulfilling and shipping online orders & balancing financial records

Seminars & Training Participated

Customer Service Training
RKH Qitarat
Tanjia Moroccan Restaurant
Hostess and Waitress
Dubai Festival Mall
Dubai United Arab Emirates
Certo Italian Restaurant
Hostess and Waitress
Radisson Blu Hotel Dubai Media
City
Dubai United Arab Emirate

CERTIFICATE

Certificate of Appreciation |
Outstanding Performance
Certificate of Best
Attendance

Service Crew
Bar-b-king Mall of Asia

April 2014 to October 2014

Job Descriptions

- ✓ Crew member work in the kitchen preparing food & at the
- ✓ front counter helping customer through the ordering process.
- ✓ Team member include operating cash register running the drive thru
- ✓ cooking foods & other menu items.
- ✓ Cleaning the restaurant & completing other assigned tasks

Receptionist

December 2008 to December 2009

Certo Italian Restaurant Shangri-La Souk Qaryat
Albhei Abu Dhabi United Arab Emirates

Job Descriptions

- ✓ Welcomes visitors by greeting them, in person or on the telephone as well
- ✓ as answering or referring inquiries.
- ✓ Directs visitors by maintaining employee & department directories giving
- ✓ instructions.
- ✓ Maintain security by following procedures, monitoring log book issuing
- ✓ visitor badges.

Sales Personnel

June 2005 to May 2008

Asian Finds Garment and Accessories
Glorieta Makati City

Job Descriptions

- ✓ Welcomes customers by greeting them offering them assistance.
- ✓ Advises customers by providing information on products.
- ✓ Helps customers to make selection by building customer confidence.
- ✓ Offering suggestions & opinions.

Service Crew

January 2004 to December 2004

Wendy's Makati Avenue. Makati City

Job Descriptions

- ✓ Service Crew members prepare & serve food.
- ✓ Process customer payments & provide customer service. Restaurants
- ✓ primarily hire service.
- ✓ Crew members to work full – and part time hours during all shifts
- ✓ including nights, weekends and holidays.
- ✓ Service Crew members work in a team – oriented environment with other
- ✓ Service Crew staff members & typically report to the shift manager and
- ✓ manager.
- ✓ Service Crew members work within the restaurant itself & do not
- ✓ travel outside the property to perform their regular work duty.