



# MARK JOHN FLORES CASTRO

## Profile

A strong believer in a positive thinking and a team spirit, taking a leadership in any type of works. To be part of a progressive organization in where I can create a positive impact by using my knowledge, skills and attitude.

## PERSONAL DETAILS

Address: Mansoura Doha Qatar  
Mobile: +974 70156510  
Email: johncastro241990@gmail.com  
Marital Status: Single  
Date of Birth: February 24, 1990  
Nationality: Filipino

Languages: English, Tagalog,  
Arabic(Basic)

## DIPLOMA & CERTIFICATES

- **Nursing Assistant Professional Diploma**  
Apr. 19,2024 – Oct. 25,2024  
Doha, Qatar  
GPA: 95.75
- **Nursing Assistant Professional Diploma- Academic Excellence Award**

## AREAS OF EXPERTISE

- Customer Service
- Complaint Management
- Sales Management
- Customer Relationship Management
- Stock Management
- Accountancy
- Flexibility
- Typing Skills
- Emotional Intelligence
- Patience
- Teamwork
- Multitask
- Accuracy

## WORK EXPERIENCED

### ● *Doha Healthcare Group*

#### ➤ **Administrative- Assistant Head of Licensing Department** **Doha Qatar** **November 20, 2021 to Present**

- Assistant of the Focal Person
- Renewing the Medical License of Doctors, Nurses, Allied Health Professions, and Pharmacists.
- Answering calls & inquiries of the staff.
- Carries out administrative duties such as filing, typing, copying, binding, laminating & scanning.
- Exhibits polite & Professional communication via Phone, E-mail & Mail.
- Maintains supplies inventory by checking stock to determine the inventory level, anticipating needed supplies, placing & expediting orders to the suppliers.
- Renewing the Clinic Facility License.
- Renewing the Security Camera System of the Facility.
- Updating the Price List of the Clinic.
- Updating the staff list and the Medical License number
- Applying the Evaluation, temporary License & Permanent License of Physicians, Nurses, Pharmacists and Allied Health Professions.
- Preparing the list of staff for the license renewal.
- Checking the QID of the staff if valid or not
- Checking the CPR certificate of the medical staffs.

### ● *ALMEERA CONSUMER GOODS Co.*

#### ➤ **CCO (CENTRAL CASHIER OFFICER) SUPERVISOR** **March 27, 2018 to November 17, 2021**

- Responsible for all transactions within the stores
- Ensure timely and accurate processing of all related transactions as per internal guidelines
- Provide a best-in-class customer service to maintain highest level of Customer satisfaction.
- Provide proper training to the staff.
- Participate with the management team to the store

## SKILLS

Excellent Language Skills in (English and Filipino) both written and verbal

Arabic language basic

Resolving the customers complaints

Proficiency in MS Office (MS Word, PowerPoint, MS Excel)

Good Team Player

Quick Learner

Flexible and able to work under pressure

Analyzing Information

Professionalism

Supply Management

Verbal Communication

Reference:

**Ms. Beverly Questin**  
DHC Group  
HR  
66036978

**Ms. Mariel Tarnate**  
Almeera Consumer Goods  
Admin Assistant  
+974 30793826

strategic plan and guarantee its proper (correct) execution in the section

- Ensure the implementation of a monthly inventory of trolleys and baskets
- Ensure the smooth passage of customer in cash register and the quality of service offered.
- Customer satisfaction and guarantee professional image of CCO team.
- Prepare deposit slip and deposit cash.
- Handover the cash to the collection team.
- Perform the daily cash hand-over to the next CCO supervisor
- Report any shortages in cash settlement
- Preparing all the sales report to update the manager and supervisors.
- Preparing the schedule of the staff.
- Depositing money to the bank.
- Manage cashiering activities in areas of purchasing, returns and exchange using a point of sales (POS) system.

### ● **ALMEERA CONSUMER GOODS Co.**

#### ➤ **ORDER POOL CLERK**

*March 27, 2019 to November 17, 2021*

- Monitor all requests for products and supplies through internet and telephone and process orders as required.
- Monitor inventory for products and schedule work according to time and labor force.
- Evaluate all orders for appropriate pricing.
- Coordinate with various departments for maintenance work according to client requirement.
- Analyze various order and requests and assign it to appropriate department.
- Interface with vendors and clients and ensure completion of work orders.
- Calling the suppliers to update the delivery time
- Monitoring the promotion list.
- Checking the on-hand stock of the store
- Prepare order form, perform all data entry work and communicate total cost to consumer.
- Maintain records of all orders and expected delivery date for same.
- Coordinate with staff and manage all order within company.

### ● **ANSAR GROUP of COMPANIES DOHA QATAR-Mansoura BRANCH**

**Cashier/Acting Cashier In-charge**

**Al-Meera Mansoura**

*August 2011- October 2017*

- Resolving customer issues efficiently while providing excellent customer service.
  - Trained new employees
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**Rewards:**

**Best employee for the month of  
October 2018- Al Meera Al Nasser  
Branch**

**Best Employee for the Month of  
September 2019- Al Meera Al Nasser**

- **JOLLIBEE Foods Corporation**  
**Cashier/Waiter**  
**Robinsons Place Dasmariñas Cavite**  
*JUNE 2009 – March 2011*

- Good Knowledge of maintaining cash register and other cash related procedures.
  - Experience in monetary transactions such as giving out and exchanging change.
  - Greet customers when entering or leaving establishments
  - Pleasantly deal with customers to ensure satisfaction
  
  - Maintain clean and tidy checkout areas
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***Educational Background:***

*Tertiary:           **EARIST-Undergraduate**  
Bachelor of Science in Nursing-Undergraduate  
General Mariano Alvarez*

***National Science and Technology- Undergraduate**  
Bachelor of Science in Hotel and Restaurant Management  
Dasmariñas Cavite*

*Secondary:       **Bulihan National High School**  
Bulihan Silang Cavite*

*Primary:           **Jose Zaballa Elementary School**  
Pook STA. ROSA Laguna*

I hereby certify that the above information's are true and correct to the best of my knowledge and belief.

MARK JOHN FLORES CASTRO