



# GLADYS GRACE E. MISLANG

## Branch Personnel

Adept in making key decisions and working with other professionals to achieve goals and solve problems. Experienced in managing employee and community programs, and dedicated to successfully directing business operations. To secure a position in a company that inculcates professional growth and provides rewarding career experience while allowing me to utilize my knowledge and skills.

+63-985-1273205

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Brgy Matalava Lingayen,  
Pangasinan 2401

## EDUCATION

**Master in Bus. Administration**  
University of Pangasinan Phinma  
2022-2023

**B. S. Accountancy**  
University of Luzon  
2000-2004

## SKILLS

Customer Service  
Communication  
Sales and Cross-Selling  
Financial Literacy  
Teamwork  
Flexibility  
Adaptability  
Problem-Solving

## Experience

Jan 2020- Present

### PJ Lhuiller | Cebuana Lhuillier Lingayen Branch Branch Head (Appraiser)

Oversees the operations of a branch. Responsible in managing resources and staff, developing and attaining sales goals, delivering customer service, and growing the location's revenues. Executes the strategies formulated with the Area Head to meet the set branch targets.

2017 - 2019

### PJ Lhuiller | Cebuana Lhuillier Dagupan 5 Branch Vault Custodian

Monitoring the movement of items in and out of the vault. Ensuring the safety of all items in the vault such as cash, jewelries. Conduct physical inventory of all pawned items and prepare the list of all jewelries to be auctioned.

2014 - 2017

### PJ Lhuiller | Cebuana Lhuillier Lingayen Cluster Reliever Cashier

Attends the duties of a regular branch cashier during their absence. Includes processing transactions, handling cash, cross-selling products, and ensuring accuracy in financial transactions. Also responsible for maintaining a clean and organized workspace, addressing client inquiries, and adhering to company policies and procedures.

## Seminars/Trainings Attended

- Basic Occupational Safety and Health Seminar Safety Officer 1 | August 9, 2022
- Diamond Appraising Workshop, Antipolo City | July 26-29, 2022
- Money Laundering and Terrorist Financing Prevention Program and Consume Fraud Training, Cebuana Lhuillier Academy | March 23, 2022
- Enhanced Client Service Workshop, Cebuana Lhuillier Academy | March 09, 2022
- Basic Fraud Awareness Training, Cebuana Lhuillier Academy | May 18, 2021
- Data Privacy Awareness, Cebuana Lhuillier Academy | August 26, 2021

## Reference

**Jeremias Ulanday**  
PJ Lhuillier Area Head  
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