

**MARY RAGEM CAPUA**  
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Pangasinan, Philippines

## PROFESSIONAL SUMMARY

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Highly effective professional with over 8+ years of extensive experience, excelling in cultivating innovation and creativity to tackle complex challenges. Known for my boundless energy and results-focused approach, I have a proven track record of developing and delivering exceptional customer service that consistently drives outstanding results.

## EXPERIENCE

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### Food Counter Attendant

Jul 2021 - Current

The Coffee Gem | Pangasinan Philippines

- Proficient in the art of coffee preparation, skillfully crafting a wide range of coffee beverages, each infused with rich flavor and an aesthetic presentation that consistently delights customers.
- Deliver outstanding customer service by warmly welcoming guests, taking their coffee orders, and offering personalized recommendations that enhance their overall experience.
- Diligently maintain and troubleshoot coffee machines and equipment, ensuring their optimal performance, which leads to minimal downtime and maximum productivity.
- Efficiently manage coffee-related ingredients, maintaining well-organized and fully stocked supplies of beans, syrups, and milk to ensure the continuous availability of fresh, high-quality ingredients.
- Exhibit strong cash handling skills, performing transactions with precision and providing customers with accurate change, receipts, and consistently maintaining a balanced cash register.
- Maintain a rigorous commitment to hygiene and sanitation, with a focus on regular cleaning of work areas, equipment, and utensils, thereby creating a safe and sanitary coffee preparation environment.
- Seamlessly collaborate with team members to optimize all aspects of coffee preparation and customer service, contributing to a harmonious and productive work environment.

### Client Service Associate III

Jul 2014 – Current

Banco de Oro Unibank Inc. | Pangasinan Philippines

- Dedicated to fostering strong and lasting client relationships, I consistently provide personalized financial solutions and exceptional service to address their unique needs.
- Proficiently manage a diverse portfolio of client accounts, guaranteeing the accurate processing of transactions and providing prompt responses to client inquiries and account maintenance needs.
- Provide valuable financial advice and guidance to clients, empowering them to make well-informed decisions about their investments, savings, and banking products.
- Maintain unwavering commitment to compliance with banking regulations and internal policies, diligently documenting transactions and upholding the highest ethical and legal standards.
- Proactively identify and resolve client concerns and issues, consistently exceeding expectations to ensure exceptional customer satisfaction and long-term loyalty.

- Maintain an in-depth understanding of various banking products and services, skillfully presenting and promoting them to clients to meet their financial goals.
- Proficiently handle a wide range of financial transactions, from deposits and withdrawals to fund transfers and loan applications, strictly following established banking procedures.

## **EDUCATION**

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**Bachelor of Science in Business Administration Major in Financial Management**  
**Colegio de Dagupan** | Dagupan, Pangasinan Philippines | S.Y 2010 – 2014

## **SKILLS**

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- Proficient in effectively managing inventory, including ordering, tracking, and maintaining stock levels to ensure seamless operations and prevent shortages or overstock.
- Experienced in overseeing the planning, preparation, and presentation of food and beverages, consistently delivering high-quality products and exceptional customer experiences.
- Skilled in managing kitchen operations, from menu planning and ingredient sourcing to staff supervision, ensuring a smooth and efficient culinary process.
- Exceptional at efficiently allocating time to tasks and responsibilities, allowing for the successful completion of duties and maintaining a structured workflow.
- Proficient in utilizing a range of computer applications and software relevant to the industry, enhancing productivity and data management.
- Adept at providing exceptional customer service, including active listening, problem-solving, and building positive relationships to ensure customer satisfaction and loyalty.
- Known for a meticulous attention to detail, maintaining high standards of accuracy and quality in all tasks, from food preparation to documentation.