

Arjay Cachapero

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Dynamic and results-driven Customer Service Professional with over three years of experience delivering exceptional support in fast-paced environments. Proven ability to effectively manage customer inquiries, resolve issues, and enhance customer satisfaction through excellent communication and problem-solving skills. Adept at building strong relationships with clients, maintaining a positive attitude under pressure, and adapting to diverse customer needs. My goal is to continually enhance my skills and advance my career by making meaningful contributions to the success of an organization.

Adaptability	Team Player	Customer Focused	Problem Solving
Multitasking	Time Management	Leadership	Attention to Detail

EXPERIENCE

Produce Clerk | Real Canadian Superstore | Burnaby, BC

April 2023 - January 2024

- Ensured the quality and freshness of produce by regularly inspecting and rotating stock, removing damaged items, and adhering to store standards for product presentation.
- Efficiently stocked and organized produce displays, ensuring that products were visually appealing and readily available to customers while monitoring inventory levels and placing orders as needed.
- Provided excellent customer service by assisting shoppers with product selections, answering inquiries, and offering knowledgeable advice on produce handling and storage.
- Prepped and packaged produce, including washing, cutting, and labeling, to meet store standards and customer preferences.
- Adhered to health and safety regulations, including proper handling of produce, cleanliness of work areas, and maintenance of equipment.
- Worked collaboratively with team members to ensure smooth operations, assist with restocking during busy periods, and contribute to a positive store environment.
- Assisted in promotional displays and special sales events, helping to drive sales and enhance customer experience.

Warehouse Associate | Bolt Logistics | Coquitlam, BC

December 2022 - January 2023

- Accurately picked, packed, and prepared orders for shipment, ensuring timely and correct delivery of products to customers.
- Conducted regular inventory checks, updated stock records, and reported discrepancies to maintain accurate inventory levels.
- Efficiently loaded and unloaded goods, operating forklifts and pallet jacks safely to move products within the warehouse.
- Inspected products for damage and quality, and properly handled returns and exchanges according to company policies.
- Organized and maintained a clean and orderly warehouse environment, including shelving and storage areas, to maximize efficiency and safety.
- SProcessed incoming and outgoing shipments, verified shipment contents, and prepared shipping documents and labels.
- Followed all safety protocols and procedures, including proper lifting techniques and personal protective equipment usage, to ensure a safe work environment.
- Worked effectively with team members and supervisors to coordinate tasks, address issues, and meet operational goals.

Accounting Officer | Japan Automatic Machine | Makati, Philippines

August 2019 - October 2022

- Maintained accurate and up-to-date financial records, including accounts payable and receivable, general ledger entries, and bank reconciliations.
- Processed and verified invoices, ensured timely payment to vendors, and resolved discrepancies or billing issues as needed.
- Monitored and recorded business expenses, prepared expense reports, and ensured compliance with company policies and budgetary constraints.
- Assisted in the preparation of monthly, quarterly, and annual financial statements and reports, providing insights and analysis to support decision-making.
- Supported internal and external audits by providing required documentation, responding to inquiries, and implementing recommended improvements.
- Ensured adherence to financial regulations and standards, including tax laws and accounting principles, by staying current with industry changes and best practices.
- Coordinated with other departments to gather financial information, resolve issues, and provide support on accounting-related matters.

EDUCATION

Arbutus College | Vancouver, BC
Honors Co-Op Diploma in Business Management
2022 - 2024

Saint Louis University | Baguio City, Philippines
Bachelor of Science in Management Accounting
2014 - 2018