**Jimmel**

[**Jimmel.231684@2freemail.com**](mailto:Jimmel.231684@2freemail.com)

**Objective:**

To attain a challenging position by utilizing my knowledge and abilities to enhance my professional and personal growth.

**Work Experience**

**CUSTOMER SERVICE ASSOCIATE cum CASHIER September 2011 – September 2014**

HERSHEYS CHOCOLATES WORLD (Retail is Detail)

Dubai Mall, Dubai UAE

***Job Description:***

* Responsible for preserving customer service standard by greeting members and guests in a pleasant manner and ensuring a pleasant customer service experience.
* Promoting the products, providing samples, quotations of prices according to the requirements of customers.
* Selling the product quickly and efficiently. Helping the company to reach the set sales target.
* Provide good after sales service.
* Handling clients’ enquiries by attending to their needs and looking to their complaints to maintain customer satisfaction.
* Researching and survey customer satisfaction to see how the products and services can be improved.
* Maintain accurate records for sales which help in deriving the right figure.
* Assisting customers in locating specific items.
* Keeping register area neat and stocked with necessary supplies.
* Responsible in training new staffs.
* Assists in other areas of store, such as clean-up, shelf-stocking, or keeping merchandise displays in an orderly manner.

**Cashiering**

* Enters purchases into cash register to calculate total purchase price.
* Accepts cash or bankcards for payment transactions according to established procedure.
* Counts money, gives change and issues receipt for funds received.
* Calculates discounts or references; requests customer identification for certain discounts and receipts as required.
* Maintains sufficient amounts of change in cash drawer.
* Balances cash drawer and credit card merchant copy receipts; documents discrepancies.

**Visual Merchandising In-charged**

* Handles the interior arrangement and display of the products in the showcase, shelves or rack to maintain a good store image and to make shopping much easier for all our guests.
* To promote the specific products and creative displays that can attract customers.
* Responsible receiving for new stocksfor seasonal preparation for store display.
* Monitoring and inventory for every fast moving and non-fast moving items.
* Responsible in decorating the entire stores layout according to the season of the year, such as Christmas, Valentines, Eid Holidays, etc. to attract more shoppers to visit our stores and entice them to buy our products.

**Gifts Hamper Decorating**

* Creating **HAMPERS** for different occasions or customized gift based on customers’ needs.
* In-charged in buying all the required materials needed for gifts section.
* Making hand-made ribbons in different styles.

**SALES MERCHANDISER June 2010 – May 2011**

ABENSON APPLIANCES, EVER GOTESCO MALL

Don Antonio, Commonwealth, Quezon City

***Job Description:***

* Greeting customers entering the organization
* Determines call schedule by reviewing priorities with supervisor; discussing special instructions, product promotions, new products, and price changes.
* Maintains customer relationships by visiting with store managers, department managers, and employees; answering their questions; responding to special requests; describing product features.
* Maintains store shelves by observing displays of company products; removing damaged or freshness-dated products; tidying store shelves; providing optimum display of products.
* Maintains inventory by restocking shelves with product from inventory; observing inventory levels; prompting store management to reorder when levels appear low; arranging for return and credit for damaged products.
* Attend to customers concern and initiate probable solution to achieve customer satisfaction.

**SALES PROMOTER October 2009 – May 2010**

WESTER APPLIANCES CENTER

Cubao, Quezon City

***Job Description:***

* Present New Product Introductions/Presentations to retail partners.
* Process and Follow up on all orders as necessary.
* Coordinate demos and trainings as necessary.
* New store opening and store reset support for Natural Food and Specialty Retailers.
* Merchandising and Retail Support for accounts as directed by the Sales Manager.
* Maintain stores sets/testers/merchandising units/displays/product literature as warranted.
* Work with Sales Manager to conduct broker trainings.
* Utilize market data (rankings, sales trends, etc.) to improve placement and retail support.
* Develop relationships at store, wholesale and manufacturer level.
* Support the Team with support for trade shows and special events as necessary.

**SALES ASSOCIATE April 2008 – September 2009**

SM APPLIANCES CENTER

SM Mall, Fairview Quezon City

***Job Description:***

* Assisting customers and attending to their needs.
* Promoting good quality service by listening to customers concern and ensuring that satisfaction of all customers are met.
* Accepting returned/ exchanged products.
* Responsible for maintenance of sales area.
* Responsible for daily and monthly inventory of the products.
* Answering telephone calls to provide information and receive orders.
* Explaining delivery fees, policies and procedures.

**Education**

* **Bachelor of Science in Nursing (2003 - 2007)**

Our Lady of Fatima University, Quezon City

**Personal Details**

**Nationality:** Filipino

**Date of Birth:** 02.03.1986

**Status:** Married

**Languages Spoken:** English, Filipino

**Personal References**

* Available upon request.