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| **Objectives** |  |

*To pursue and obtain a responsible position in which my extensive three (3) years of experience in customer service and sales/marketing will be used effectively and demonstrate professional ability.*

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| **WORK EXPERIENCE** |  |

**Position: *Renewal Consultant/Senior Front of House Executive***

**Area: Retention Department and Front Of house**

**Work Period:** February 2013 - Present

**Company: Tribefitness LLC**

**Country:** Dubai, United Arab Emirates

**Job Descriptions:**

\* Retention and Admin (October 2013 – Present):

* Handles renewal of membership from expiring members.
* Calls members for renewal
* Makes a list of expiring members for renewal
* Makes monthly target quota for renewals.
* Booking of appointments
* Price presentation
* Handles customer complain and send it to the general manager for customer updates.
* Responsible for customer satisfaction.
* Updating the front of house and renewal board.
* Direct reporting to the General Manager and FOHM for the renewal updates
* Responsible for club attrition.
* Qualified MOD (managers on duty) if needed.
* Relieving reception if needed.

\* Senior Front of House Executive (February 2013 – October 2013):

* Greeting members and quickly addressed them by Names.
* Ownership of front of house hospitality services.
* In-charge of receiving calls and calling members regarding customer services of the club.
* Assist with organising and running company events both internal and external
* Help members in their queries and problems related in the club.
* Makes month end report and send it to Front of House Manager
* Assist VIP and potential members if the Managers and sales team is not available.
* Responsible for checking and maintaining club’s cleanliness and welfare.

**Position: *Renewal Consultant/ Front of House Executive***

**Area: Back Office and Reception**

**Work Period:** June 2012 to February 2013

**Company: Fidelity Fitness Club**

**Country:** Dubai, UAE

**Job Descriptions:**

\* Retention Department (November 2012 – February 2013):

* Make a list for membership expiry.
* Calls members for renewal
* Book appointments
* Makes monthly target quota for renewals.
* Direct reporting to the sales manager.

\* Front of House Executive (August 2012 – November 2012):

* Posting sales of membership.
* In-charge of receiving call and calling members regarding customer services of the club.
* Greeting members as much as possible addressed them by names
* Help members in their queries and problems related in the club.
* Makes daily report about enquiries and guest attendance and sales.
* Checks and balance sales purchases for the day.
* Responsible for checking and maintaining club’s cleanliness and welfare.
* Responsible for customer satisfaction.

**Position:*****External Merchandiser***

**Area: Toys and Gadgets Duty Free**

**Work Period:** December 2011 to June 2012

**Company: Retail Concepts LLC**

**Country:** Dubai Int’l Airport Terminal 1, United Arab Emirates

**Job Descriptions:**

* Planning product ranges and preparing sales and stock plans in conjunction with buyers;
* Liaising with buyers, analysts, stores, suppliers and distributors;
* Working closely with visual display staff and department heads to decide how goods should be displayed to maximize customer interest and sales;
* Forecasting profits and sales, and optimizing the sales volume and profitability of designated product areas;
* Controlling stock levels based on forecasts for the season;
* Using specialist computer software, for example to handle sales statistics, produce sales present spreadsheets and graphs;
* Analyzing every aspect of bestsellers (for example, the bestselling price points, colors or styles) and ensuring that bestsellers reach their full potential;
* Maintaining awareness of competitors' performance;
* Monitoring slow sellers and taking action to reduce prices or set promotions as necessary;
* Gathering information on customers' reactions to products;
* Analyzing previous season's sales and reporting on the current season's lines;
* Making financial presentations to senior managers;
* Meeting with suppliers and managing the distribution of stock, by negotiating cost prices, ordering stock, agreeing timescales and delivery dates, and completing the necessary paperwork;

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| **SKILLS** |  |

With more than 3 years UAE Work Experience.

Advance experience in Sales, Customer Care Service and Admin (Fitness Industry).

Proficient in Microsoft Office Word, Excel and Power Point

Highly organizations, confident, possess a pleasing personality and have the ability to inter-act well with people.

Fluent in English and quick learner

Able to work under pressure & highly responsible team worker

Customer Relation.

Quick learner in dealing company software/system.

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| **EDUCATIONAL ATTAINMENT** |  |

* **Tertiary Education:** Laguna State Polytechnic University, Laguna

**Course:** Bachelor of Science in Entrepreneurship

**Year:** 2006

* **Secondary Education:** Liceo De Bay, San Agustin,Bay Laguna

**Year Graduated:** 2005

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| **PERSONAL PROFILE** |  |

* **Date of Birth:** December 26, 1988
* **Place of Birth:** Bay, Laguna, Philippines
* **Religion:** Catholic
* **Citizenship:** Filipino
* **Expiry Date:** September 14, 2016

Dear Hiring Manager:

This letter is to express my interest in discussing the suitable position. The opportunity presented in this listing is very appealing, and I believe that my experience and education will make me a competitive candidate for this position.

The key strengths that I possess for success in this position include, but are not limited to, the following:

* Provide exceptional contributions to customer service for all customers.
* Performer Employee
* Strive for continued excellence.
* Strong communication skills.
* I am a self-starter.
* Eager to learn new things.

You will find me to be well-spoken, energetic, confident, and personable, the type of person on whom your customers will rely. I also have a wide breadth of experience of the type that gives you the versatility to place me in a number of contexts with confidence that the level of excellence you expect will be met. Please see my resume for additional information on my experience.

I hope that you'll find my experience and interests intriguing enough to warrant a face-to-face meeting, as I am confident that I could provide value to you and your customers as a member of your team.

Position Qualified:

Admin, HR Assistant, Receptionist, Client Retention Consultant, Tele Sales, Sales Executive, Marketing assistant and Customer Service Representative.

I can be reached anytime via my cell phone, 0551174546. Thank you for your time and consideration. I look forward to speaking with you about this employment opportunity.

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