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**PERSONAL DETAILS**

Sponsorship:Tourist/ Visit Visa

Age : 36 years old

Gender : Male

Weight : 68 kilos/ 150 lbs.

Height : 5 feet 8 inches

Country : PHILIPPINES

**EDUCATION**

COLLEGE

**BACHELORS DEGREEin**

**“Business Administration”**

Major in Banking and Finance

@ Philippine School of Business

Administration (PSBA) Q.C.

From1997-2001

ELEMENTARY & HIGH SCHOOL

Primary &Secondary Education

@ Marist School Marikina, Philippines

From 1985-1997

## CAREER OBJECTIVE

To succeed in an environment of growth and excellence and earn a job which provides me job satisfaction and self-development in order for me to achieve my personal goals as well as to be an astute learner and be the best in your organization by making the most of my potentials in attaining organizational goals and exceeding expectations.

## PROFILE SUMMARY

A professional with **12 years** of in-depth working experience in the field of Retail/ FMCG/ Banking &Telecommunication industries, gaining expertise on management skills in areas of customer service, cashiering, sales, display merchandising, specialized product knowledge, in-store product demonstrations, inventory control, reporting and staff training/ management, as well as gaining knowledge in purchasing, merchandising, vendor/ supplier relations, maintenance, warehousing, regulatory compliance and problem solution. Recognized for the ability to efficiently manage broad aspects of front-end and back-office store operations and sales activities. An ambitious and highly motivated individual who is very passionate and with an uncompromising commitment to quality and outstanding customer service with dynamic track record of not only attaining sales targets hence increasing profits, reducing cost and inventory losses.

## WORK EXPERIENCE

**Company:**

Country: Marrakesh Shop, Morocco

Department: Store Operations, Retail Operations Division

**Job Title: Store Supervisor**

Date: September 20, 2014 – December 11, 2015

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**Company: The SM Store*(Department Store)***

Accessories Management Corporation

SM Marikina City, Philippines

**Job Title:** **Selling Department Manager**

Date: June 17, 2013 – September 07, 2014

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**Company: Globe Telecom, Inc.**

SM City North EDSA-Annex Store

Quezon City, Philippines

**Job Title: Customer Service Specialist**

Date: July 19, 2010 – February 27, 2013

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**Company: Alfardan Premiere Motors Co. SOC**

Country: Doha, Qatar.

**Job Title: Cashier / Accounts Staff**

Date: October 16, 2007 – April 18, 2010

Employment: OVERSEAS (EXPAT/ with Working VISA)

Reporting to: Chief Accountant

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**Company: Globe Telecom, Inc.**

Manila, Philippines

**Job Title: Head Cashier / Inventory Custodian/ AMS**

Date: May 20, 2002 – July 25, 2007

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## QUALIFICATIONS SUMMARY

**•Manage store operations by ensuring exceptional performance and excellent customer services**

**•Analyzing sales figures, sales trends and results as well as doing forecasting and monitoring competition.**

**•Assist customers in all aspects of store services including handling complaints and inquiries**

**•Regularly provides feedbacks, suggestions and shares analysis of the overall sales achievement and promotions of the assigned category thru submission of Performance Evaluation and Highlights report every month**

**•Executes directions and sales strategies to achieve or improve on Sales targets thereby attaining monthly and annual sales plan at the same time achieves positive growth per month**

**•Monitors and analyzes sales performance and transaction reports to determine possible areas of improvement therefore knowledgeable on department sales, transactions and productivity performance.**

**•Allocates resources and organizes processes within his/her area of responsibility to drive efficiency and productivity in a variety of situations**

**•Supervises sales transactions are processed quickly and accurately, while adhering to cash protection procedures**

**•Coaches, motivates and inspires individuals within his/her area of responsibility to maximize their performance**

**•Communicates targets and directions to subordinates to promote Teamwork giving them knowledge of growth targets and weekly requirements/ performance goals**

**•Has a working knowledge of the Retail KPIs and makes commercial decisions within his/her area of responsibility**

**•Tracks performance data for his/her area (e.g., best sellers, space allocation, etc.) and makes the necessary adjustments to drive productivity and efficiency**

**•Is a role model for customer service and boosts sales and Brand experience by using advanced sales techniques and appropriate elements of providing best customer service experience to customers.**

**•Ensures the product offer available to customers is maximized in his/her area of responsibility by coordinating product delivery from the stockroom to the floor and replenishment**

**•Guides and trains all team members within his/her area of responsibility on basic core and seasonal product knowledge**

**•Promotes and Sell all products and services to existing and walk-in subscribers by highlighting its benefits and competitive advantage**

**•Ensure banking is manage efficiently and cash and receipts are reconciled**

**\*Character References available upon request**

*(signed)*

**MARLON**



**AREAS OF EXPERTISE**

- Customer Service

- Cashiering

- Sales Management

- People Management

- Operational Management

- Cash Management

- Inventory/ Stock Management

- Performance Management

- Merchandising Standards

-Sales Forecasting

- Strategic Planning

- Coaching/ Motivating

**SKILLS and OTHER QUALITIES**

* Good organizational skills and the ability to multitask
* Exceptional customer service/ public relations/ sales driven and oriented/ Results driven approach
* Commendable Leadership & Management Skills.
* With strong customer focus, high tolerance for stress, initiative to learn, enthusiasm and patience in handling inquiries and concerns.
* Has strong attention to details, pleasant disposition, excellent judgment skills and leadership skills
* Can easily adapt, works with minor supervision, amenable/ willing to work on Shifting Schedules, Holidays & Day offs.
* Excellent verbal and written communication skills, and with excellent typing skills.
* Computer Literate (All Microsoft Office Applications-Word, Excel, Power Point, Access, Outlook, POS & Quick Books)
* Demonstrated ability to motivate and lead employees.

**MARLON**

**CV No: 1731918**

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