JENIFER

**Email:** [jenifer.300790@2freemail.com](mailto:jenifer.300790@2freemail.com)

**WORKING EXPERIENCES:**

**Asst. Merchandiser**

Company: **MH ALSAHAYA ( H&M)**

Address: Shuwaikh, Kuwait

Inclusive Date**:** May. 2015 – Present

**JOB RESPONSIBILITIES**

* Assist the Senior Merchandising Manager in coordination, planning and executing merchandising activities.
* Prepare report and analysis as requested by the Senior Merchandising Manager
* Assisted with daily and weekly sales reporting
* Generated shipping, tracking and claim information for delivery challenges, monitoring the process through resolution.
* Generated vendor reports for up to date item information and costs.
* Manage merchandising calendar to meet deadlines.
* Maintain accurate and complete merchandising reports.
* Conduct research on consumer trends, competitive intelligence, and product history.
* Coordinate with cross functional teams to resolve issues related to product information, pricing, and shipping.
* Performed general office and administrative duties including scheduling, filing, mailing and other departmental needs such as mail and e-mail distribution.

**Store Administrator**

Company: **MH ALSAHAYA ( H&M)**

Address: Shuwaikh, kuwait

Inclusive Date**:** May. 2012 – May. 2015

**JOB RESPONSIBILITIES**

* Work as **Store Administrator**, providing comprehensive administrative support for the Store.
* Responding to all incoming and outgoing email reports and request in a timely given manner whenever needed.
* To keep up to date with procedure amendments
* To ensure that all deliveries, documentation, and returns are dealt with in an

accurate and prompt manner.

* Assist the Manager with administration of the store in line with company

procedures.

* Keeping safe, accurate, up to date and organize all store employee records. For easy access whenever needed for any request and references.
* Preparing all proper documents for any random / surprised visit form the Lost prevention, Audit and other related company dept.
* Communicates with the store managers, dept manager all regarding store operations and sales related issues.
* Work as **Store Head Cashier**.
* Oversee cash transactions, cash reconciliations, account payments, account receivables and other accounting duties according to company policies.
* Train newly hired cashiers on accounting procedures and company policies and evaluate staff performance then provide feedback.
* Manage customer transactions both cash and card payments.
* Assist the staff and provide corrective actions.
* Supervise cashier on regular basis.
* Ensure the staffs follow cash handling, safety procedures and customer service standards. Identify and communicate any accounting related issues to the finance promptly.
* Generate cash related documents and account reports. Perform bank deposits and withdrawals according to company policies.
* Provide transparency reports on cash shortage and excess on both concern department and the cashier.
* Check all cash terminals (POS), KNET machines, printers and other devices to make sure its properly working on daily basis.

**Sales Associate**

Company: **MH ALSAHAYA ( H&M)**

Address: Shuwaikh, kuwait

Inclusive Date**:** Mar. 2010 – Apr. 2012

**JOB RESPONSIBILITIES**

* Demonstrate effective and standard costumer service as required by the company brand.
* Awareness of the company promotions, sales or other brand activities to ensure that the costumer is properly updated and informed.
* Effectively communicate to the store managers, colleagues and costumers for full understanding.
* Use of POS (cash terminal).
* Proper garment care on the floor as a daily routine.
* Politely and attentively listen to the costumer’s complaint and come up to better solutions.
* Suggestive selling on the floor especially when the costumer is seeking for assistance.
* Greeting the costumer as always.

**Outlet Supervisor**

Company: **Gloria Jeans Coffee**

Address: Kuwait

Inclusive Date**:** 2006 - 2010

**JOB RESPONSIBILITIES**

* Overseeing the store outlet operations and ensure the sales target is meet.
* Planning of staff daily attendance and schedule.
* Check the availability of all products and stocks needed per shift.
* Store outlet inventory on a weekly and monthly basis.
* Minimize cost and waste products.
* Monitoring the standard operation procedure (SOP).
* Follow up and evaluate trainee.

**SKILLS AND CAPABILITIES:**

* Ability to interact effectively using excellent written and oral communications skills.
* Well-determined and verse to please among various types of people.
* Possesses creativity, originality and self-reliant character in any decision-making.
* Adaptable and self-motivated in a fast moving environment.
* A team player and highly competitive.
* Strong sense of Leadership skill.
* Strong analytical and organizational skills.
* Diligent, detailed-oriented, knowledgeable of all office function.
* Excels at multi-tasking in a fast-paced environment, completing project within time constrain.
* Superior telephone, customer service skills.
* Can work under pressure on a minimum supervision.
* Performing general administrative tasks.
* Performing administrative tasks in coordinating with other.
* Flexibilty

**TECHNICAL PROFICIENCIES:**

* Basic MS Office Applications
  + MS Word
  + MS excel
  + MS Powerpoint
  + MS Outlook
* POS Operation
* Printing, Scanning

**PERSONAL INFORMATION:**

Date of Birth : December 17, 1982

Civil Status : Single

Religion : Roman Catholic

Language Spoken: English

Arabic

Nihonggo (Japanese)

Tagalog

**ADDITIONAL INFORMATION:**

**VISA Type: Article 18 – transferable**

**CHARACTER REFERRENCE:**

**REFERENCES** available upon request.