**RAYMOND**

Email : raymond.310714@2freemail.com

**CAREER OBJECTIVE:**

Seeking a permanent position in any esteemed organization where I can fully utilize my knowledge and maximize my potentials to the attainment of personal and corporate goals.

**APTITUDE:**

* Computer literate, proficient in MS Office Applications (Word, Excel and Outlook) and the Internet
* With good oral & written communication skills
* Can work efficiently under pressure
* Ability to identify and solve problems in the working environment
* Strong analytical and presentational skills
* Highly organized, dynamic, flexible, competent, fast-learner, self-starter and assertive individual
* Ability to work independently with minimum supervision
* Goal-oriented
* Team-oriented
* Committed to multi-tasking
* Flexible, highly adaptive and always has room for development
* Value-centered

WORK EXPERIENCE:

**OCTOBER 2013 – PRESENT**

**TECHMART Middle East Dubai, UAE**

**MERCHANDISING OFFICER / TEAM LEADER**

* Maintains customer relationships by visiting with store managers and employees, answering and responding to special requests, describing product features
* Responsible on handling the merchandisers and giving instructions on what tasks and things to do.
* Maintains inventory by restocking shelves with products, observing inventory levels, arranging for return and credit for damaged products
* Communicate with retailers and buyers regarding the product, prices, quantity, and warranty.
* Completes all reports by observing display and pricing of competitor’s products.
* Creates and updates daily, weekly and monthly reports with regards to the movements of stocks in the warehouse
* Helps field representative with special promotions by setting up displays, checking daily on special promotions and observing customer reactions to such promotions
* Make time to time check on the stock products.
* Ensuring the quality of the product, as per category wise, its status and appearance before sending to clients and are sent to its designated stores.
* Keeping important documents regarding the product such as receipt, order slips, etc.
* Coordinate and preparing LPO to the Section Managers and supervisor of the store.

**AUGUST 2007 – AUGUST 2013**

**LAMCY PLAZA Dubai, UAE**

**CUSTOMER SERVICE SUPERVISOR**

* Delegating tasks. Determine work procedures, work schedules and workflow for customer service staff.
* Assisting the team by performing with them, thus monitoring the team’s performance.
* Stimulate sales where necessary by promoting or upselling certain products. Aware of special mall sales and promotions
* Train customer service staff to deliver high class customer service at all times
* Develop standard procedures and policies for improving the service provided to customers
* Renders and maintains a friendly, helpful and professional atmosphere at all times to customers. Deals quickly and efficiently customer queries.
* Completing paper works. Prepare documentation and reports on routine customer correspondence.

**DECEMBER 2006 - JULY 2007**

**JASHANMAL NATIONAL**, **Dubai - UAE**

**SALESPERSON / PROMOTER** *(Fragrance Department under Calvin Klein)*

* Promoting Upcoming Products
* Aware of special sales and promotion
* Focuses on achieving daily and monthly sales targets

**AUGUST 2005 – AUGUST 2006**

**EDSA SHANGRI-LA HOTEL, Philippines**

**INTERNAL SECURITY OFFICER / CONCIERGE**

* Recognizes security risks/theft, and knows how to handle or prevent such situations
* Follows all internal rules, policies and procedures based on company’s set of standards
* Build and maintains good guest relationship through quality service

**JANUARY 2005 – MAY 2005**

**SM City Department Store, Philippines**

**RETAIL SALES REPRESENTATIVE**

* Focuses on achieving daily and monthly sales target
* Responsible for preparing, receiving and checking merchandise transfer from shop to shop
* Independently assesses and effectively responds to customers need

EDUCATION:

College : Bachelor of Science major in Business Administration

 Major in Business Management

 Holy Angel University, Philippines

SEMINARS AND TRAINING ATTENDED:

* Project Management (Techmart)
* Management Skills for New Supervisors ( Lamcy Plaza)
* Fire and Safety training (Lamcy Plaza)
* Concierge Bell Service Architecture Training ( EDSA Shangri-la )
* Personality Development & Leadership Skills ( Holy Angel University )

PERSONAL INFORMATION:

 Date of Birth : August 31, 1985

Age : 31 years old

Status : Married

Height : 5'11

Religion : Roman Catholic

 **With valid UAE Drivers license (manual)**

I hereby certify the accuracy and completeness of the above information.

**Raymond**