NILO

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-------------------------------------- CAREER OBJECTIVES ------------------------------

To obtain a position of Responsibilities that utilizes my skills and Experience and keen to work in an Environment where I can enrich my knowledge

----------------------------------- KEY QUALIFICATION------------------------------

\* More than 16 yrs. of experience in Retail Industry both Hight end and Value chain. \*Customer Relationship Management (CRM) transforming Customer service in a friendly environment. \* Stock Inventory Management (SIM). Results oriented focused on incresing profits,reducing costs and loses.

------------------------------------------- SKILLS -----------------------------------------

 Customer-oriented Consistently meets sales goals

 Computer literate POS systems knowledge

 Upselling techniques Merchandising

 Motivated team player Fluent in English and basic Arabic

-------------------------------------------------- WORK HISTORY-------------------------------------------

**MAX RETAIL LLC..LANDMARK GROUP** BUILDING WAREHOUSE SHED NO.46 JEBEL ALI INDUSTRIAL AREA-1 NEAR DUTCO OFFICE, JEBEL ALI DUBAI, UAE P.O.BOX.113630

JOB TITLE:  **STORE SUPERVISOR**

FROM SEPTEMBER 2013 TILL SEPTEMBER 2016

JOB DESCRIPTION:

\* Responsible for day to say operations of a store and answerable for the work done by staff and the overall sucess of the store.

 \*Handled all customer relations issues in a gracious manner and in accordance with company policies.

\*Resolved all customer complaints in a professional manner while prioritizing customer satisfaction.

\*Worked with the management team to implement the proper division of responsibilities.

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JOB TITLE:  **DEPARTMENT HEAD/FOOTWEAR**

DATE HIRED: MAY 26,2009 TILL SEPTEMBER 2013

JOB DESCRIPTION:

\*Stocked and replenished merchandise according to store merchandising layouts.

Cleaned and organized the store, including the checkout desk and displays.

\*Alerted customers to upcoming sales events and promotions.

\*Used time efficiently when not serving customers, including folding clothes and cleaning out fitting rooms.

\* Followed merchandising guidelines to present visually appealing displays.

**AL-BANDAR HOUSE FOR TRADING** RIYADH, KINGDOM OF SAUDI ARABIA

DIVISION: LIFESTYLE

JOB TITLE: **SENIOR SALES ASSOCIATE/CASHIER**

DATE HIRED: MARCH 20,2005 TO APRIL 30,2008

JOB DESCRIPTION:

\*Operated a cash register for cash, check and credit card transactions wiTH 100% accuracy.

\*Cleaned and organized the store, including the checkout desk and displays.

\*Handled all customer relations issues in a gracious manner and in accordance with company policies.

\*Welcomed customers into the store and helped them locate items.

\*Shared best practices for sales and customer service with other team members to help improve the store’s efficiency.

**LUXASIA INC**. 7TH FLOOR NET CUBE CENTER 3RD AVENUE CORNER 30TH STREET, E-SQUARE CRESCENT PARK WEST BONIFACIO, GLOBAL CITY TAGUIG, PHILIPPINES.

JOB TITLE: **SENIOR FRAGRANCE ADVISOR**

DATE HIRED: SEPTEMBER 01,1998 TO MAY 27,2004

JOB DESCRIPTION:

\*Greeted customers entering the store to ascertain what each customer wanted or needed.

\*Described product to customers and accurately explained details and care of merchandise.

\* Provided an elevated customer experience to generate a loyal clientèle.

Answered product questions with up-to-date knowledge of sales and store promotions.

\*Scheduled weekly inventory pickups and deliveries with vendors.

\*Provided ongoing guest service, including giving fashion advice.

\*Dedicated to continuously improving sales abilities and product knowledge

\*Recommended alternative items if product was out of stock.

--------------------------------------------------- EDUCATION -----------------------------------------------

COURSE: GENERAL RADIO COMMUNICATION OPERATOR (G.R.C.O.)

SCHOOL: ASIAN COLLEGE OF SCIENCE & TECHNOLOGY

YEAR GRADUATED: JUNE 1991 TO APRIL 1993

COURSE: COMPUTER PROGRAMING(BASIC COURSE)

SCHOOL: SYSTEM TECHNOLGY INSTITUTE (S.T.I.)

YEAR GRADUATED: UNDER-GRADUATE 1994 TO 1995

------------------------------------------------- CERTIFICATION -------------------------------------------

PROFESSIONAL IMAGE MANAGEMENT SEMINAR ( A GIUDE TO PROFESSIONAL PRESENCE) HELD AT ROOM.525 YUCHENGCO TOWER INSTITUTE FOR ADVANCED STUDIES/DE LASSALLE. ON MARCH 11,2003 CONDUCTED BY: MS. JOCELYN QAREZ  LIM.

PROFESSIONAL SELLING SKILLS, A 24HR. SEMINAR WORKSHOP, GIVEN THIS 9TH DAY OF SEPTEMBER 1999 AT LIBRARY MUSEUM MAKATI CITY. CONDUCTED BY: DR. RODOLFO A DELOS REYES PH. D.

TEAMBUILDING & SALES TRAINING WORKSHOP HELD ON JUNE 21-22,1999 GIVEN THIS 22ND DAY OF JUNE 1999 AT ISLAND COVE RESORT & LEISURE PARK. BINAKAYAN KAWIT CAVITE. CONDUCTED BY: ANCILLA ENTERPRISE DEVELOPMENT CONSULTING, INC.