CURRICULUM VITAE

ANA

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*career objective:*

To enhance my professional skills in an effective and creative manner in a challenging position and bringing out to your company with dedication, constructive workplace, enthusiasm, team work and responsibility.

*SKILLS AND CAPABILITIES:*

* Can write/read/speak Japanese language
* Time- efficient
* Can work under pressure
* Computer applications related to the work – Microsoft Office Suite
* Ability to establish and maintain effective relationships with client program management, professional personnel, and others
* Knows how to deal with a variety of individuals in person and over the telephone.
* Ability to solve problems and make decisions.
* Demonstrate values particularly, attracting and retaining customers for life, honesty, integrity and trust in relationships and communications.
* Ability to work independently on assigned tasks as well as to accept direction on given assignments Strong attention to detail and ability to meet deadlines
* Ability to take direction and determine the priority of workload and requests
* Open communication with supervisor regarding workload, any customer issues and work schedule Polite, courteous and professional manner and appearance
* Warm and welcoming personality
* Able to handle multi-tasking and maintains excellent in communication skills
* Dependable, strong work ethic

promoter expirience:



October 2, 2008

November 26, 2009

Promoter

Gaisano Mall Philippines

SCOPE OF WORK:

* Promote Sales & Services to the Customers
* Respond to customers’ Needs & Requirements
* Persuading the Consumer to Buy Product
* Knowing the Strength & Weaknesses of Competitor
* Brand Talking
* Demonstrations
* Sampling
* Set and achieve personal sales goals while supporting the goals of the team
* Greet customers in a timely, professional and engaging manner
* Provide honest and confident feedback to customers regarding merchandise style and fit
* Build lasting relationships with customers by contacting them to follow up on purchases, suggest purchase options and invite them to upcoming events
* Consistently seek new product knowledge to act as an expert for the customer
* Work as a team player to ensure each customer receives the best service possible
* Perform daily department sales position maintenance tasks, participate in daily meetings and training, research available inventory and other duties as assign

Receptionist EXPIRIENCE:

Spinneys Llc

May 10, 2010

June 13, 2012

Receptionist/Cashier

Al Rimal Abu Dhabi

SCOPE OF WORK:

* Greet visitors and employees courteously and cater for their special requests, needs and complaints
* Answer and forward phone calls to appropriate individuals and departments
* Schedule customer bookings and guide them.
* Write letters and email using proper spelling, grammar, and punctuation
* Prepare incoming and outgoing mail and packages
* Coordinate customer payments and billing
* Buy necessary supplies, snacks and refreshments
* Maintain cleanliness of reception area
* Work independently and collaboratively on assigned tasks
* Handled cashiering tasks

Area of expertise

|  |  |  |
| --- | --- | --- |
| Correspondence Handling | Phone Etiquette |  |
| Reception Maintenance | Bill Processing |  |
| Calendar Management | Call Forwarding |  |
| Reception Cleanliness | Log Keeping |  |
| Customer Service | Supply Ordering |  |

Sales Expirience:



Al Foah LLC

October 7, 2012

April 30, 2016

Saleswoman

Mushrif Zadina Branch

Carrefour Abu Dhabi

May 1, 2016

September 2016

Merchandiser

Al Foah branch

SCOPE OF WORK:

* Greet customers as they arrive at the store and provide information
* Contact prospective customers and provide them with information on the company that they are representing and the services provided
* Up-sell and cross-sell new products or services to existing customers
* Ensure that appropriate information is available of the product or service being endorsed
* Guide potential and existing customers to determine and fulfill their purchase needs
* Process returns and exchanges in accordance with cashiers
* Maintain and update sales logs on a periodic basis
* Keep records of all conversations and interactions with customers.

In Charge Expirience:



Al Foah LLC

August 1, 2016

Present

Showroom In Charge

Sharjah Al Foah Showroom

SCOPE OF WORK:

* Guide potential and existing customers to determine and fulfill their purchase needs
* Keep records of all conversations and interactions with customers.
* Listen to and resolve all customer service complaints.
* Ensure that all product features are displayed on a product.
* Demonstrate products, suggest selections that meet customer’s requirements.
* Explain product features, characteristics and quality of the selected product.
* Illustrate the similarities and differences between comparable products and explain how these affect the price of the products.
* Pay attention to the displayed products, ensure that they are displayed in an appropriate way..
* Place new product on display.
* Set up advertising displays or arranges product on counters or tables to promote sales.
* Produce sales invoice.
* Process returns and exchanges in accordance with cashiers
* Maintain and update sales logs on a periodic basis
* Ensure that customer is satisfied in all aspects.
* Ensure that showroom will not run out of stock
* Reporting to the sales manager or supervisor
* Sending Daily/Weekly/Monthly sales report
* Sending the attendance of the staff
* Petty Cash report
* Maintain the cleanliness of the products / showroom

EDUCATIONAL BACKGROUND:

College:

A.m.a computer college

Lucena city philippines

2004-2005

High school:

Quezon national high school

Lucena city philippines

2000-2004

ADDITIONAL STRENGTHS:

* Outgoing, energetic
* Multilingual: Tagalog English Japanese, Arabic
* Knows how to speak, read and write Japanese
* Experience in making and decorating trays for chocolates and dates

TRAINING AND SEMINAR ATTENDED:

Personal hygine

Customer service

Grooming standard

Essential food safety traning