

**Maricel**

**Maricel.320835@2freemail.com**

**Objective:**

To serve as productive employee in the challenging environment where in my knowledge and capabilities will be maximized and make a positive contribution to meet the highest expectation in today’s fast paced industry.

**SUMMARY:**

Results-oriented Sales Associate with 6-plus-year verifiable track record of excelling in customer service and selling techniques. Proficient in cashiering duties, bagging items and assisting with the transfer and display of merchandise. A team-oriented and collaborative individual who communicates effectively with customers and provides them with accurate product information. Demonstrated ability to increase customer satisfaction and developing strong business relationships them.

**PROFESSIONAL COMPETENCIES**

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| --- | --- | --- |
| – Merchandise Display | – Greeting Customers | – Shipping and Packaging |
| – Stock Labelling | – Cash Register Operation | – Bagging/Transportation |
| – Cash Handling | – Price Tagging | – Query Response |
| – Order Tracking | – English/Arabic | – Inventory Management |

**CAREER HISTORY**

**Sales Associate- March 21,2013-Present**

**GOLD GOURMET ( Abuissa International General Trading LLC)**

**Dubai Mall, Dubai, United Arab Emirates**

* Deep Knowledge in High end chocolates and Arabic sweets.
* Provide excellent Customer Service.
* Responding quickly and resourcefully to customer request and concern.
* Using suggestive selling techniques to increase sales.
* Giving information to customer about the products.
* Operating the POS
* Up selling and making recommendations to customer.
* Serving multiple customers in a short period of time.
* Carrying out remerchandising, display, price markdown duties.
* Accurately completing cash register transaction.
* Receiving store deliveries.
* Representing the store in a professional and positive manner.
* Creating and maintaining long term relationships with regular customer.
* Assisting in all store administrative task.
* Taking care of customer needs while following company procedures.
* Executing marketing and visual merchandizing initiatives.
* Ocassionally opening and closing the store.
* Organizing the display ad merchandize.
* Assisting the customer with choices by providing them with information about the product.
* Participating in physical inventory counts
* Knows how to speak little Arabic language
* **Sales Associate/Cashier-** February 2012-March2013

**GODIVA CHOCOLATIER (Abuissa Holdings)**

 Suhaim Bin hamad St. Doha, Qatar

* **Customer Service Associate/ CASHIER-** September,2009-September 26, 2011

 **Candylicious and Hershey’s Chocolate World** (**Retail is Detail**)

 Dubai Mall, Dubai United Arab Emirates

**SKILLS:**

* Language: Fluency in English
* Communication: Comfortable writing and speaking
* Computer Literacy: Proficient at Retail Software, MS Excel, MS Word, Internet, Email.

**TRAININGS WITH CERTIFICATION:**

* Employment Development training: Customer Service September 9,2012
* Employment Development training: Selling Skills February 2,2014
* Employment Development training: Teamwork March 30,2016

**EDUCATIONAL BACKGROUND:**

October 2002- **Central Colleges of the Philippines (**Business Administration Major in Computer Data Management)- Graduate

**PERSONAL INFORMATION:**

Nationality: Filipino

Birthday: June 18,1979

Marital Status: Married

Visa Status :Residence Visa(Transferrable)

I hereby declared that the above mentioned information is true and fact.