NATALIE

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***RETAIL PROFESSIONAL***



**PROFESSIONAL SUMMARY**

A dedicated professional with 13 years’ experience in Retail Management, more than 2 years in Canada and 11 years in United Arab Emirates which ultimately gaining experience in both Retail Sales and Visual Merchandising. I take pride in ensuring that dealing with different nationalities is not hard to do as long as you know very well how to handle people and encourages them to set high goals not only to the business as well as with their own personality.

I am always striving to bring 100% to the work that I do, and my goal is to build strong, long term, mutually beneficial relationship with my colleagues and my Company.

I am also focused on putting my passions and skills to good use by supporting my Company and my colleagues that I really care about and help them think differently. Also, coaching the talent I work with to attain the unattainable is what motivates me to continuously improve in this ever evolving industry.



**KEY SKILLS**

* Time Management skills \* People Management skills
* Sales Focus \* Teamwork skills
* Verbal Communication skills \* Team Development skills
* Creative Thinking \* Interpersonal Communication skills
* Resourcefulness \* Decision making skills

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**WORK EXPERIENCE**

***RETAIL SALES SUPERVISOR cum VISUAL MERCHANDISER*** **February 2014 – December 2015**

Sangster’s Health Center

Alberta Canada

• Managed the staff, including cashiers and people working on the floor.

• Initiates and promote highest standards of In-store training, seminars from supplier regarding product knowledge and information

• Planned and organized on time delivery of key and promotional events by preparing early and check all the necessary materials to be used.

• Drive sales floor presentation and housekeeping; recovery principles to the highest standard by regular walk through.

• Merchandise the store according to the best seller and Company’s guideline and conduct monthly inventory inside the store.

***VISUAL MERCHANDISER* April 2014 – October 2014 (Part Time)**

Mark’s

Alberta Canada

* Creates an appealing and eye-catching visual display that leads the customer through the entire store.
* Define, design and implement a creative visual merchandising strategy through brand guidelines
* Come up with, revise and present design ideas with other store merchandiser
* Monitor costs and work within budget.
* Oversee the production and brief staff on arranging displays.

***FOOD AND COUNTER ATTENDANT***  **September 2013 – February 2014**

**KFC Leduc**

BLCO Enterprise Ltd.

Alberta Canada

• Take customers’ order, prepare, heat and finish simple food items and serve it to the counter.

• Ensure tables are correctly set, side station is tidy, and side work is appropriately completed.

• Handle customer complaints and notify manager on duty immediately

• Maintain sanitation of the restaurant including floors, tables, and counter

• Thank guests for dining at the eating place.

***SENIOR VISUAL MERCHANDISER* September 2008 – August 2012**

**Oakley, Ripcurl, Tommy Bahama, Canterbury and BTB Bahrain & Hotels**

Al Boom Marine – UAE Region & Bahrain

United Arab Emirates

• Closely involve in opening a new store & planning for non-stocks & fixtures to be used.

• Maximizing the space and layout of the store by developing floor plans and sketching designs;

• Dressing mannequins and making use of creative lighting for window displays;

• Giving feedback to head office and liaising closely with Visual Merchandising Manager & Retail Manager

• Visiting other stores in the area, working with in-store sales staff and helping to develop their understanding of presentation; and coach on some techniques in merchandising.

• Implementing the designs and plans created by the Visual Merchandising Manager and the Creative Manager, this may involve work such as lifting, carrying and climbing ladders.

***VISUAL MERCHANDISING MANAGER*** **October 2006 – August 2008**

**Claire’s Accessories & Limited Too (Justice)**

M.H.Alshaya Co.L.L.C – UAE Region

United Arab Emirates

• Ensures that highest standards of visual merchandising are implemented and maintained in every store.

• Works to assist the achievement of sales targets, driving sales performance through effective store layouts and window displays, focusing on current commercial trends and ensuring all opportunities to apply consistently high visual standards within brand guidelines or for other visual presentation are utilized.

• Agrees monthly / weekly activity schedule with Operation Manager in advance to maintain standard of one visual visit plus follow up visit in stores reaching below VVR benchmark requirement.

• Delivers ongoing training to Store Managers and Store team by way of “hands on” and layout implementation whenever necessary.

***RETAIL STORE MANAGER*** **September 2005 – September 2006**

**Limited Too (Justice) Mall of the Emirates**

***RETAIL STORE MANAGER* October 2004 – September 2005**

**Claire’s Mercato Center**

***Assistant Store Manager*** **August 2003 – September 2004**

**Bear Factory Deira City Center**

***Retail Sales Associate*** **June 2001 – August 2003**

**Claire’s Accessories Deira City Center**

M.H.Alshaya Co.L.L.C

United Arab Emirates

• Maximizes store contribution through exploiting every opportunity to drive sales, reduce stock loss and cost controls.

• Decides store layout and stock positioning and managed stock availability. Trains and promotes high customer service standards and give feedback on lines, sellers and customer request. Also, recommended in-store promotions.

• Applies and maintains guidelines and standards for visual presentation and store appearance.

• Ensures store enacts and is fully compliant with all required administrative procedures according to company guidelines and within deadlines.

****AWARD**

**AWARD received:** “***VISUAL MERCHANDISING MANAGER OF THE YEAR 2007”***

M.H.Alshaya Co.L.L.C

Kuwait Head Office

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**TRAININGS / CERTIFICATES**

* ***Basic Life Support (CPR/AED) / First Aid Training***
* August 22 – 26, 2016
* Philippine Red Cross Quezon City Chapter
* ***Digestive Care Advisor***
* July 24, 2014
* Alberta Canada
* ***Nutritional Consultant & Certified Product Advisor***
* June 5, 2014 & May 2, 2014
* Alberta Canada
* ***Focus Store Program***
* March 19, 2008
* Alshaya Starbucks Dubai Healthcare City, Dubai UAE
* ***Competency Awareness Workshop***
* April 23, 2006
* Alshaya Head Office UAE
* ***Profit Management***
* February 4, 2004
* Alshaya Head Office UAE
* ***5 Days Management Skills Training***
* October 2003
* Alshaya Head Office UAE

**EDUCATION**

***CAREGIVING NC II | February – August 2016***

Colegio de Sta. Teresa De Avila

Zabarte Subd., Novaliches Quezon City Philippines

Tesda Training Center | Technical Certificate

***BACHELOR OF SCIENCE IN MEDICAL TECHNOLOGY | June 1994 – March 1998***

Martinez Memorial Colleges

Caloocan City, Philippines

Bachelor’s Degree | Graduated



**TECHNICAL SKILLS**

* Microsoft Office Level Basic Intermediate Expert

Word

Excel

Powerpoint

Outlook

Publisher

* Photoshop/Illustrator

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