**LADY**

**LADY.337565@2freemail.com**

**OBJECTIVE**

**To be part of the company growth and success .To gain professionalism in working with different personalities and to obtain a position commensurate to my skills and qualifications.**

**SPECIAL SKILLS**

 **: Self motivated the team across the store.**

 **: Deliver excellent customer service.**

 **: Ensure customer satisfaction.**

 **: Ability to handle any customer concern or any problem.**

 **: Maximize every sales opportunity by reaching the target.**

 **: Encouraging the team to learn and take the added responsibility.**

 **: To achieve sales target and cultivate loyalty.**

 **: Educating customer about the product with features and benefits.**

 **: Preparing different kind of correspondence by print and email.**

 **: Dedicated and commited willing to take on challenging role.**

 **: A proactive and passionate attitude towards job.**

 **: Basic knowledge in Microsoft and Powerpoint.**

**DUTIES AND RESPONSIBILITIES**

 **:Lead,inspire and motivate the store team to meet KPI such as atv, and**

 **conversion rate,shrinkage targets and customer satisfaction.**

 **:Work closely to the area manager to set,review and monitor the KPI each**

 **division within the store and communicate targets to the store team.**

 **:Hold daily meetings with the store team to review the store performance**

 **resolve any issues that may prevent the store from achieving its targets.**

 **:Ensure standard operating procedure to prevent and minimize any losses**

 **through damage and shrinkage are adhered to at all times**

 **:Process balance cash register with receipts and handle customer refunds and**

 **complaints.**

 **:Handle customer complaints and ensure there is focus on service recovery to**

 **enhance customer satisfaction.**

 **:Train and coach the store teams in line with the brand guidelines.**

 **:Lead ,coach and manage the performance of the staff in line with good**

 **people management practices.**

**WORK EXPERIENCE**

 **2016 : Assistant Store Incharge**

 **Lasenza Lingirie Shop**

 **City Center, Fujairah**

 **April 2012-June 2016**

 **2012 : Sales Associate**

 **Lasenza Lingirie Shop**

 **Festival City Dubai**

 **August 2011-April 2012**

 **2011 : Sales Associate**

 **Lasenza Lingirie Shop**

 **Mall of the Emirates,Dubai**

 **July 2009-August 2011**

 **2009 : Sales Associate**

 **Sabella Boutique**

 **SM Dasmarinas ,CavitePhils**

 **Feb 2008-March 2009**

 **2008 : Sales Associate**

 **Robinson Department store**

 **Imus, Cavite Phils**

 **October 2007-2008**

 **2007 : Service Crew(Cashier)**

 **Robinsons Imus**

 **May 2007-2008**

**EDUCATIONAL BACKGROUND**

**College :Bachelor of Airline Business Administration( ABA)**

 **PATTS College of Aeronautics**

 **Philippine Air Transport and Training Services**

 **San Isidro,ParaῇaqueCity,Metro Manila**

 **1999-2002 (undergrad)**

**Secondary : Bacoor National High School**

 **Molino Bacoor,Cavite**

 **1995-1999**

**Primary : Anabu 1st Elementary School**

 **1995**

**PERSONAL BACKGROUND**

**Date of Birth : November 13**

**Place of Birth : ParaÑaque,Metro Manila**

**Civil Status : Single**

**Citizenship : Filipino**

**Religion : Catholic**

**Language : English/tagalog**

**Visa Status : Own Visa**

**I hereby certify that the above information have covered the area of experience skills and abilities I carry with me.Take responsibilities and respect the perspective of others .I am open to new ideas as a result of working with new number of diverse individuals in different environment.**