**LADY**

[**LADY.337565@2freemail.com**](mailto: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.**