Genelyn

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**Seeking assignments in the sector of retail and to provide knowledge and professional advancement.**

**summary :**

* Diploma ( BSED major in english ) .
* University of Rodriguez Rizal Philippines
* International school of Electronics and Technical Institute
* Former Sales Associate Shoemart Philippines (2years)
* SUPERVISOR at Skechers Philippines SKECHERS PERFORMANCE DIVISION (3years)
* Customer Service Representative Teleperformance Philippines
* Associated with SANA FASHION LLC,UAE as Senior Sales Associate cum Cashier

## KEY DUTIES:

1. **Sales Generation**

* Uses Selling steps, in particular:
* Establishing customers needs.
* Using Feature, Advantages, and Benefit statements.
* Overcoming objections.
* Closing the sale.
* Selling add-ons.
* Keeps well informed on stock availability – when it is due to arrive and what stock can be sold as a substitute.
* Keeps up to date on all product knowledge and product ranges.
* Promotes advertised/promoted products
* Diving KPI

1. **Terminal Operation**

* Processes sales effectively and accurately.
* Credit / cash
* Takes hourly sales readings.
* Completes price look-ups.
* Cashes up terminal.
* Completes beginning of day
* Completes end of day.

1. **Customer Care**

* Applies four rules of customer service when dealing with customers.
* Approaches customers promptly in a friendly and courteous manner.
* Handles all customer queries and complaints by being helpful and empathetic.
* Advise customers accurately and honestly about products.
* Keeps promises made to customers.
* Ensures all activity is in keeping with the corporate mission statement.
* Consumer sovereignty.

* **ACADEMIA**
* Diploma ( BSED - Major english ).
* University of Rodriguez Rizal Philippines
* IT Skills : POS ,
* International School of Electronics and Technical Institute
* **PERSONAL DOSSIER**
* Date of Birth : 26/11/1991 .
* Civil Status : Single
* Age :23
* Nationality :Filipino