

Contact HR Consultant for CV No: 2051094

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*Seek to work in an environment that will challenge me further; while allowing me to contribute to the continued growth and success of the organization. Obtain a position that will provide me the ability to apply my sales and work experience to a growing industry. Look forward to working with a company that promotes quality products and services; and provides me with the opportunity to meet and exceed assigned sales goals. Consultative selling approach coupled with the energy and drive as an individual contributor with minimal supervision or team selling environment.*

**CAREER PROFILE**

* Communication Skills
* Flexibility and Adaptability
* Goal oriented: results achiever, Meeting deadlines
* Negotiating: Negotiation skills
* Sales skills: Persuading people
* People oriented: Customer service skills
* Fast Learner

**KNOWLEDGE/SKILLS**

* MS Office, Excel, Access, PowerPoint, SAP, POS, Data Entry
* Telemarketing/People skills/Customer service

**EMPLOYMENT HISTORY**

**SHOP IN CHARGE**, **PERFUMES LLC (2006-2010, DFC, Dubai)**

* *Coordinates with staff for the teamwork aim for smooth operation & sales improvement.*
* *Conducts inventory from time to time to monitor the availability of the products & placed order if required.*
* *Responsible in handling cash register, checking cash flow, daily cash, credit card sales, gift vouchers as well as weekly cash reports.*
* *Interacting with customers to find out their preferences & the latest trends in the market. forecasting sales & fixing sales targets.*
* *Anticipating the buyer’s needs & queries regarding the new trends & brands & give them also the idea that the quality of our items are good at a very competitive price.*
* *Conduct assessment of the production & marketing viability of new products to be introduced.*
* *Conduct training regarding customer service and excellence sales representative to newly hired staff assigned in the showroom.*
* *Attend SIC monthly meeting to tackle some issues and give ideas to improved sales.*
* *Coordinates with supervisor during on his visit and do the needful requirements in shop.*
* *Assessing the effectiveness of mechanic gift schemes & other promotional method.*
* *Received customer complaints & handle them pleasantly & tactfully if not able quickly refer to the manager.*
* *Performing excellent customer service & exceeds customer satisfaction.*

**CUSTOMER SERVICE, EMKE GROUP, Lulu Shopping Mall (2003-2006, Al Qusais, Dubai)**

* *Greet walk in customers warmly and ascertain problem*
* *Identifying and assessing customers’ needs to achieve satisfaction*
* *Use telephone to reach out customers and verify account information*
* *Assists with placement of order, refunds or exchanges*
* *Sell products and services*
* *Answer question on warranties or terms of sale*
* *Build sustainable relationship of trust through open and interactive communication*
* *Provide accurate, valid and complete information by using the right methods*
* *Keep records of customer interaction, process customer accounts and file documents*
* *Resolves product or service problem by clarifying customer’s complaints; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.*

**INSTRUCTOR, AMA Computer University (1999-2002, Cebu City, Philippines)**

* *Specialized in the teaching of Physical Education*
* *Actively learning about and promoting opportunities for physical activity in the school*
* *Prepare assignment, such as quizzes on the history of a given sport, athletic field and court dimensions, scoring and rules*
* *Grade tests, essays and reports based on printed and online research about a given sport, human physiology, health and nutrition*
* *Meet with physical education colleagues, school teachers, nurses and counselors to coordinate lessons and improve students fitness and health goals*
* *Lead by example and motivated and encouraged students to be active*
* *Create a positive, fun and structured culture within the physical education classes*

**EDUCATION**

***Graduate School***

***Cebu Normal University*** Master of Arts of Physical Education and Music

***College***

***MSU-IIT-Graduate*** Bachelor of Physical Education
 (April 1997)

**PERSONAL DETAILS**

Marital Status      Married

 Height                5’2”
Weight                120 lbs.
Health                Excellent

Visa Status       Visit Visa

I hereby certify the above information are supplied by me of my own free will and accord that *the aforementioned are true and correct to the best of my knowledge and belief.*