

**RHEA**

**C/o- +971505891826**

**Discovery Gardens, Dubai**

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*Team player… Motivated… Competent… Goal Oriented…*

**SUMMARY OF QUALIFICATIONS**

* A highly competent and motivated Aftersales Supervisor and Delivery Coordinator with 4 year experience in Hypermarket.
* Having 3 year experience in Sales and Fashion.
* Well organised and proactive in providing timely, efficient and accurate administrative and sales support to managers and work colleagues.
* Well-presented and able to establish good working relationships with a range of different people.
* Possess a proven ability to generate innovative ideas and solutions to problems.

**PROFESSIONAL EXPERIENCE**

*Geant Hypermarket, FUCOM LLC*

*Aftersales Service Supervisor & Delivery Coordinator December 2014 till date*

* Administered all activities of Aftersales and Delivery Teams according to the company policies.
* Determined Aftersales and Home Delivery business objectives and ensured optimal sesrvices for customers.
* Developed, executed and implemented effective customer service.
* Documented customer issues and ensured resolution as soon as possible.
* Managed a neat and clean area according to internal and external standards.
* Coordinate the delivery of sold units to csutomer.
* Coordinate with installation and techincal support team from Suppliers to ensure facilities are available to deliver, install and start up sold units, receive and check units at arrival.

*Debenhams, M. H. Alshaya Co LLC*

*Sales Associate & Administrative Assistant October 2011 - November 2014*

* Process deliveries and transfer in line with Company Procedures.
* Fully follow all operating procedures and policies.
* Deliver excellent customer service to maximize sales.
* Keep up to date with all available brand specific product knowledge.
* Monitoring inventory, office stock and ordering supplies as necessary.
* Updating & maintain the holiday, absence, attendance and training records of staff.
* Organizing, updating, and filing of all documents and computer-based information.
* Handling Petty Cash.
* Reconciliation of Daily Sale Summary Report and Banking.
* Reconciliation of receipts on the Void, Exchange and Refund, Discounts and Promotion, and Price Override Reports.
* Assist on Store Monthly Audit: Cash on Hand, Petty Cash, Loss Prevention, Health and Safety and Delivery.

**EDUCATION**

Completed the degree in Bachelor of Science in Commerce Major in Management in the University of Negros Occidental – Recoletos, Bacolod City, Negros Occidental, Philippines on March 2002.

**KEY SKILLS AND COMPETENCIES**

* Quality orientation and Fact finding
* Customer understanding
* Thoroughness and attention to detail
* Flexibility and Team building

**TRAININGS ATTENDED**

*M. H. Al Shaya LLC (November 2011 to May 2014)*

* SHOPPIE: Customer Service Training
* Loss Prevention
* Brand Product Specific Knowledge Training
* Being Prepared on Daily Business
* Maximizing Sales and Customer Loyalty

**REFERENCES**

Available upon request.