**CHRISTIAN**

**Email:** **Christian.353221@2freemail.com**

With Over 4 years of working experience in sales associate, customer service, customer service oriented working personality with excellent communication skills in both written and spoken English, team player, fast learner with versatile work personality, hardworking and flexible willing to work in shifting schedule and extended working hours.

**ACHIVEMENTS:**

Awarded “Man of Steel” for finishing one contract without a single absent
**5x** Team Leader of the branch DFC Sun and Sand Sports
Supervisor of the year 2014-15
Been the youngest translator in Japan (Kudawara High)

**CAREER SNAP SHOT:**

* **4 years on sales associate in Sun and Sands Sports**
* **3 years Store Supervisor in Bench Clothing, Philippines**
* **3 years Technical support in Nokia, Japan**

**JOB PROFILE:**

June 2012 – Sept 2016: ***Sales Associate***

 ***Sun and Sands Sports***

 Oud Metha, Dubai, U.A.E.

***Duties and Responsibilities:***

* Greeting customers who enter the shop.
* Be involved in stock control and management.
* Assisting shoppers to find the goods and products they are looking for.
* Being responsible for processing cash and card payments.
* Stocking shelves with merchandise.
* Answering queries from customers.
* Reporting discrepancies and problems to the supervisor.
* Giving advice and guidance on product selection to customers.
* Balancing cash registers with receipts.
* Dealing with customer refunds.
* Keeping the store tidy and clean, this includes hovering and mopping.
* Responsible dealing with customer complaints.
* Working within established guidelines, particularly with brands.
* Attaching price tags to merchandise on the shop floor.
* Responsible for security within the store and being on the lookout for shoplifters and fraudulent credit cards etc.
* Receiving and storing the delivery of large amounts of stock
* Keeping up to date with special promotions and putting up displays.

February 2007 – December 2010: ***Bench Clothing***

**Robinsons, Galleria**

Metro Manila, Philippines

***Duties and Responsibilities:***

* Manage retail staff, including cashiers and people working on the floor.
* Meet financial objectives by preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
* Formulate pricing policies.
* Ensure pricing is correct.
* Work on store displays.
* Attend trade shows to identify new products and services.
* Coach, counsel, recruit, train, and discipline employees.
* Evaluate on-the-job performance.
* Identify current and future trends that appeal to consumers.
* Ensure merchandise is clean and ready to be displayed.
* Maintain inventory and ensure items are in stock.
* Ensure promotions are accurate and merchandised to the company’s standards.
* Utilize information technology to record sales figures, for data analysis and forward planning.
* Ensure standards for quality, customer service and health and safety are met.
* Maintain store's cleanliness and health and safety measures.
* Organize and distribute staff schedules.
* Help retail sales staff achieve sales targets.
* Handle customer questions, complaints, and issues

March 2001 – September 2004: ***Technical Support***

**Sato Toso Atsugi Ken**

Kanagawa Ken, Japan

***Duties and Responsibilities:***

* Deliver service and support to end-users using and operating automated call distribution phone software, via remote connection or over the Internet;
* Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services;
* Gather customer’s information and determine the issue by evaluating and analyzing the symptoms;
* Follow standard processes and procedures;
* Identify and escalate priority issues per Client specifications;
* Accurately process and record call transactions using a computer and designated tracking software;
* Stay current with system information, changes and updates

***Educational Attainment:*** Kudawara International High, Japan

***Personal Details:***

Date of Birth : November 03, 1983

Nationality : Filipino

Height : 5'10

Computer Skills : Advance MS Office, Focus Soft

Languages Known : English, Tagalog, and Nihonggo