**Rowena**

Rowena.353403@2freemail.com

**OBJECTIVE:** experienced and skilled looking for a challenging and responsible role individual in a progressive company when my skills, knowledged and experienced can be enhanced and utilized effectively. Very energetic with sense of responsibilities, react very quick and positive on emergencies.

**SKILLS and ABILITIES:**

* Excellent interpersonal relationship with colleagues and management as well as customer
* Has the ability to handle multi-tasks in a fast paced environment and also has the ability to pay attention to details and be organized
* Fast learner and can easily adjust in a new work environment.
* Strong skills of leadership and commitment to work.
* Flexible, open-minded, focused and value good time management towards assigned tasks.
* Computer literate- Microsoft office outlook, Microsoft office excel, Microsoft office word, internet surfing, can type well.
* Communications skills- good written and verbal skills.
* Can specialize in one or more duty and willing to undergo various seminars and trainings depending on personal interest and employer needs.

**WORK EXPERIENCE:**

**STORE MANAGER-(PROMOTED) JULY 2016- PRESENT**

**JustKidding General Trading LLC SHEIKH ZAYED RD. MATLOOB BLDG. DUBAI UAE**

* Ensure that the store runs smoothly, are well staffed cleaned and that all employees are providing exceptional customer service.
* Ensure execution of business strategy for the store based on meeting budget.
* Monitor the daily management CRM programmed.
* Conducts all administrative work required and prepare reports as required.
* Demonstrate a high degree of customer service orientation
* Capability to work independently with minimum supervision
* Reaching sales targets and increasing profits. Dealing with customer service issues such as queries and complaints.

**SENIOR SALES ASSISTANT-JUNE 2014- JULY 2016**

**Justkidding General Trading LLC SHEIKH ZAYED RD. MATLOOB BLDG. DUBAI UAE**

* Providing the clients with full product information, its features, function and benefits.
* Assisting clients with their inquiries relating to our product items
* Introducing and demonstrating the different types of safety car seats, branded strollers, accessories &furniture’s to the clients
* Make sure achieving personal target as well as store target.
* Maintains professional and product knowledge by attending company trainings and workshops.
* Provide customers with an enjoyable shopping experience/good customer service
* Coach junior staffs and help in their development.

November 2009 - May 2014

**CASHIER**

**Funfair Company Gondolania theme Park, Villaggio Mall Doha Qatar**

* Receiving payment by cash, check, credit cards, vouchers, or automatic debits. Follow the SOP pertaining to cash handling
* Cash handling and safe custody of collected cash
* Computing and recording transaction and ensuring 100% accuracy for all register transaction
* Work efficiently and effectively in order to minimize queues
* Counting and recording the float before trading begins and upon close of trading

November 2005 to November 2009

**SALES ASSISTANT**

**Marketing Strategic Firm Inc. SM Sucat, Dr. A Santos Ave. Brgy. San Dionisio Paranaque City**

* Promote good quality customer service
* Handling customer complaints see to it that all complaints are resolved in a professional manners
* Monitors and analyzes sales performance and transaction reports to determine possible areas of improvement.
* Executes directions and sales strategies to achieve or improve on sales targets
* Daily and Monthly inventory to monitor of merchandise/product knowledge
* Come up with Promotions and Activities to help improve the sales.

April 2004 to January 2005

**STRAIGHTWAYS LOGISTICS INC.**

**ACCOUNTING STAFF**

**Unit 30 Cargo Village Complex cor. Multinational Paranaque City**

* Follow up POD’s to consignee
* Sales call to nearby company
* Prepared the billings of the client
* Daily Sales Consolidation and Depositing

**EDUCATIONAL BACKGROUND**

2001-2003 Associate in Computer Technology S.T.I College, Paranaque City

1996-2000 Secondary Paranaque National H.S

 La-Huerta

1990-1996 Primary Sto.Nino Elem. Paranaque City

**PERSONAL INFORMATION**

AGE : 34

CIVIL STATUS : Single

BIRTHDATE : December 30, 1982

BIRTHPLACE : 1st street Pildera II Pasay City

WEIGHT : 120 lbs.

HEIGHT : 5”2

VISA STATUS : Employment Visa

**PASSPORT DETAILS**

Issuing Authority : PHILIPPINE EMBASSY DOHA QATAR

Date of Issued : 05 MARCH 2014

Valid Until : 04 MARCH 2019