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**ANA.355875@2freemail.com**

**Ana**

**career objective**

To obtain a challenging positon and explore opportunities where my profession can be utilized, my skills can be enriched and be able to contribute a prompt and unique service to the best of my knowledge and ability.

**WORK EXPERIENCES*:***

***Receptionist at Romeo Interiors Factory LLC***

***April 2015- Dec 2016***

 ***Ras Al Khaimah***

* + - To act as the first point of contact for visitors and callers. To operate multi-line telephone system to answer incoming calls, diect callers to appropriate personnel by performing the following.
		- Answers incoming telephone calls, determines purpose of calls, and forward calls to appropriate personnel or department.
		- Answers questions about organization and provides callers with address, direction and other information.
		- Welcomes on-site visitors,determines nature of business and announce visitors to appropriate personnel.
		- Booking of airline tickets and raising of relevant LPO. Orders, receives and maintain office supplies.
		- Monitor and ensure that the reception area is tidy and projects a business-like image.
		- Ensures that the pantry is well stocked with milk, sugar, tea and coffee.
		- Maintain appointment diary either manually or electronically and to provide logistical support to meetings held in the conference room.
		- Process and delivery internal and external mail/courier.

***Manpower Consultant ,Orbit Staffing Innovasion***

***Abu hail, Dubai***

*Nov 2014 – March 2015*

* 'Cold calling' companies to generate new business
* Getting vacancy details from employers
* [Interviewing and testing job seekers](https://www.totaljobs.com/careers-advice/interviews/job-interview-preparation)
* Matching candidates to jobs to build a pool of potential applicants
* Screening and shortlisting candidates for employers to interview
* Building relationships with employers and job seekers
* Meeting targets for vacancies filled and people placed
* Keeping records and negotiating fees

***Retail Sales Associate*** *at* ***Lazensa ,*** *LIWA Trading Enterprises, LLC*

*Deira City Center*

*Aug 18,2012 – Aug 2014*

* Greet customers and assist them in their purchase decisions by offering expert in advice compliance with quality and customer service standards. Build productive trust relationships with customers. Up-sell and cross-sell products and services in order to reach hourly and daily sales targets.
* Maximize store sales by increasing conversion rate, average transaction value (ATV) and average transaction unit (ATU). Well-updated in sales figures and the KPI’s.
* Perform physical and electronic inventory of shop products on a regular basis as per Company guidelines to ensure accurate stock keeping, and inform the Manager of unavailable and nonperforming products.
* Verify that the shop floor and shelves are kept clean and tidy at all times, and replenish on a continuous basis in order to guarantee the availability of products. Adhere effective visual merchandising and ensure all displays are placed in specifications at all times.
* Communicate sales plans and target to the Shop/Department team, assign routine and non-routine tasks to Sales Associates, and suggest corrective actions when needed. Team up with co-workers to ensure proper customer service.
* Report occurring operational issues or problems in a timely manner, suggest solutions or escalate them as appropriate and operational effectiveness at all times.
* Support the Store In-Charge and team to create a good harmony and teamwork. Provide feedback from customers to the Store in-Charge
* Operate cash register and accept payment. Issuing credit note and voucher. Cash handling closing and declaration. Over all daily cash counting and depositing for 11 stores in The Dubai Mall using DSR (Daily Sales Report).
* Handle all queries, issues, complaints or any other concerns of customers as per needed at all times.

***Sales Associate at Toy Kingdom***

*SM Makati, Philippines*

*April 2009 – July 2012*

* Resolve promotional allowance, rebate, and pricing discrepancies by researching promotion details and regular and special prices.
* Complete quarterly sales meeting data, templates, and presentations.
* Maintain and awareness of all promotions and advertisements.
* Participate in year-end inventory & cycle counts.
* Handling complaints or passing them on to a manager
* Make sales referrals, cross-sell products and introduce new ones
* Resolve customer complaints, guide them and provide relevant information

***Sales Associate at*** *Robinson Department Store*

 ***Ermita Manila, Philippines***

*Feb 2007 – March 2009*

* Represent the company in promoting and selling the company’s merchandise in the store.
* Generate and prepare weekly and monthly sales report for submission to the Head
* Office. Prepare accurate sales reports.
* Monthly meeting with the Retail Coordinators and Brand Manager for the sales reports.
* Reach the individual brand target and store monthly target.
* Conduct regular monitoring of inventory levels. Observe stock movements.

**EDUCATION:**

**Tertiary Level**

 ***University of the East***

Business Administration: Management

 Manila, Philippines

 Incomplete / Under grad

**OTHER INFORMATION:**

**Languages Fluency** Fluent in verbal and written English, and basic Arabic

**Key Skills** Receptionist**,** Sales Management (Target vs. Revenue), Brand Management, Customer Service,Developing Customer Potentials,

 Customer Relationship, Product Management Shop Operations

 (Invoices, Stock Controlling, Merchandising).

**Computer Skills** Knowledge in Microsoft Office Application

**PERSONAL INFORMATION:**

**Birthday** December 30, 1984

**Civil Status** Single

**Visa Status C**ancelled-employment visa

**Current Location** Al Muraqqabat , Deira, Dubai, UAE

**Work Preference** Full time

***Character references available upon request.***

I hereby certify that all information written above were true to the best of my knowledge and skills.