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| |  | | --- | | **C:\Users\Josh\Desktop\16.JPG BIBETH**  [**BIBETH.359963@2freemail.com**](mailto:BIBETH.359963@2freemail.com) |  |  | | --- | | **OBJECTIVE** |   **SENIOR SALES ASSOCIATE / CUSTOMER SERVICE / CASHIER**  A suitable position in above mentioned with a reputed organization, where I could develop, leads and organizes the resources of the Company for its optimum growth and development.   |  | | --- | | **PROFILE** |  * A result-oriented professional with more than **8 years** of solid experience in Selling Luxury brands in U.A.E. * **6 years’** experience in Customer Service, Retail Sales, Cashier, Photographer in Philippines. * **Holding a valid U.A.E. driving license.** * Well versed with MS Office Application, (Word, Excel and PowerPoint) / Adobe Photoshop. * Can achieve organizational goals by building an effective team. * A keen analyst with exceptional negotiation and relationship management skills and abilities in liaising with external agencies. * Possesses and has demonstrated the ability to work effectively and congenially with employees at diverse levels. * Has excellent communication, convincing, negotiation, influencing & interpersonal skills. * A highly efficient planner & organizer with a keen eye in recognizing potential opportunities and infrastructure necessary to facilitate growth. * Skilful in diagnosing, understanding & handling clients’ needs or wants and resolving their issues with ease. * Reputations as a hardworking, reliable, dependable and accountable employee. Fast learner; quickly incorporate and implement new procedure. * Can work efficiently with or without supervision; can work under pressure. * Flexible and strong (Can do multi-task works). * Energetic and capable of working independently and a good deal of autonomy. * Have excellent time management skills & can meet the deadlines without compromising on quality. * Rapid learner with a great deal of excitement and enthusiasm in all my endeavors. |

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| **PROVEN JOB ROLE** |

**Organization:** **Rivoli Group of Company**

**Location:** Dubai, UAE

**Position:** **Sales Associate**

**Period:** October 2010 – December 2015

**Organization:** **Options Furniture Center LLC**

**Location:** Dubai, UAE

**Position:** **Sales Executive**

**Cum Customer Service/Cashier**

**Period:** August 2007 – August 2010

**Job Profile: Sales**

* Handles the luxury brands and ensuring quality customer care and attention by extending courteous
* personalized services.
* Maintaining an extensive and active network of business, personal and professional contacts from which business referrals and sales opportunities can be derived.
* Specifically focused on expanding the business in the U.A.E market.
* Implementing marketing strategies & policies.
* Doing a presentation to the client and helping them to decide what to choose to make them satisfy and happy for the result.
* Maintaining a high standards of Visual Merchandising housekeeping in term of cleanness, display and stock rotation
* Supervising daily, weekly and monthly stocks and performing accurate stock and stationery maintenance.
* Coordinating with management and other concerned staff for smooth work operations.
* Persuading clients to buy products through cross and up selling**.**
* Communicating with management various teams of sales assistants.
* Supporting the boutique clients on products recommendations, products selling points and affording high level of customer service to make a sale.
* Resolving customer concerns and providing excellent service.
* Preparing accurate records, keeping daily sales and cash reports, up to date with sales & repair procedures conducting monthly audits, and informing Accounts Department with regards to sales & cash reports.
* Organizing stocks and transfer of stocks to different outlets on behalf of the clients as needed. Discussing with the warehouse team for the same to ensure prompt product delivery.
* Carrying out trainings for the newly joined employees due to vast knowledge on products and company policies and procedures. Upholding proper boutique hygiene and grooming.
* Ensuring monthly sales targets are being met.
* Maintaining awareness of competitors' performance.
* Monitoring slow sellers and taking action to reduce prices or set promotions as necessary.
* Analyzing previous season's sales and reporting on the current season's lines.
* Achieving monthly sales target by using advanced sales techniques and product knowledge. Persuading clients to buy products through cross and up selling.
* Supervising daily, weekly and monthly stocks and performing accurate stock and stationary maintenance.

**Job Profile: Customer Service / Cashier**

* Answer calls professionally to provide information about products and services, take/cancel orders, or obtain details of complaints.
* Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments as well as actions taken. Process orders, forms and applications.
* Resolves product or service problems by clarifying the customer's complaint; 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.
* Maintaining a healthy relationship with company's clients by following up their queries, and coordinate all concerned departments for fulfilling client’s requirements.
* Ensuring quality customer care and attention by extending courteous personalized service and provides quality service to both internal and external customers.
* Developing and nurturing a long-term relationships with the customers trough superior follow-through; and excellent in building rapport and fostering mutually beneficial relationships.
* Maintaining and developing relationships with existing customers in person and via telephone calls and emails.
* Attracts potential customers by answering product and service questions; suggesting information about other products and services.
* Responding to incoming email and phone enquiries;
* Gathering market and customer information;
* Initiates required action for response to customer service requests for order changes, including the maintenance of order/customer information files and communicates changes to the appropriate personnel/departments.
* Responsible in receiving payment by cash, check, credit cards, vouchers, or automatic debits.
* Issue receipts, refunds, credits, or change due to customers.
* Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
* Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners.

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| **EDUCATION** |

**College : BS Accountancy**

PUP (Polytechnic University of the Philippines)

St. Mesa Manila, Philippines

Year 1999 – 2000

**High School : Lobo Institution**

Lobo, Batangas City Philippines

Year 1995 – 1998

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| **COMPUTER SKILL** |

Proficient in MS. Office Package, (Word, Excel and PowerPoint) and knowledge in Adobe Photoshop.

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| **PERSONAL PROFILE** |

Date of Birth : 5th August 1982

Gender : Female

Nationality : Filipino

Languages known : English and Tagalog

Visa Status : Visit Visa

Divers License : **Valid UAE driving license.**