Rodel

Rodel.360455@2freemail.com

**‬**Certified Support Professional

**‬**Certified Mac Technician

**OBJECTIVE**

To be able to help the company in fulfilling its purpose by sharing my knowledge and skills from my experiences.

**SKILLS:** Apple Certified Support Professional 10.9

 Apple Certified Macintosh Technician

Cisco CCNA 1-4

Advanced Skills for Macintosh, iOS, Android, Windows sytem

**PERSONAL CIRCUMSTANCES**

Birthday: July 20, 1986 Age: 31 years old

Birthplace: Manila, Philippines Sex: Male

Civil Status: Single Weight: 75 kg

Citizenship: Filipino Height: 5’8”

**EDUCATIONAL ATTAINMENT**

Rizal High School 1999-2003

Pamantasan ng Lungsod ng Pasig 2003-2008

*(University of Pasig, Philippines)*

Bachelor of Science in Electronics Engineering

**WORK EXPERIENCE**

Advanced Technology Electronics LLC – Oman 2013 - 2017

**Operations Manager**

» *Handling Operations of Mi Store which consists of 3 Apple Premium Reseller, 1Apple Authorised Reseller, 1 French Franchise (The Kase)*

Job Responsibilities

* Managing operations, functions and target achievements of the stores for Mi Store
* Procurement of stock considering Sell In Target and Sell Out of the Stores
* Maintaining MIS for reporting and efficiency of Sales and Procurement
* Planning, Forecasting Sell Out and Sell In for both businesses (Apple & The Kase)
* Provide customer service, product and sales training to ensure sales team meet company’s standards and customer expectations.
* Training and coaching new staff on company’s policies, procedures, regulations, compliance as well as best practices thus ensuring that these are adhered to and practiced in the store.
* Planning, conducting in a motivated imparting knowledge to ensure sales staffs are adequately trained to deliver an excellent apple shopping experience
* Delegate and allocate responsibility to sales personnel’s evaluating their quality and capability applied at work
* Monitor store activities to ensure that a high level of customer orientation is maintained in the stores.
* Analyze and review the business of various categories in regards to different Product movement and health level on weekly and monthly basis.
* Plan and implement sales strategy and analyze historical data to boost key performance indicators(KPI) to achieve desired sales target
* Able to plan and allocate merchandise on shop floor that appeals most to the target customers.
* Analyze consumer needs and stocks sell through for essential and lucrative purchases.
* Look after the presentation and visual merchandise of the floor as per company’s guidelines
* Oversee that the department reflect the ambience, service and values expected for both the company and consumers
* Discover and impart ways to convert customers into sales
* Knowledge about direct competitors and their level of business at other outlets
* Handle all activities of sale and promotion like planning of stocks ordering, resource availability, stocks density, staff strength, sale related advertising and promotional material which can attract and appeal the customers resulting in maximizing sales.

Power Mac Center Inc. – Philippines 2011 - 2013

**Sales Engineer**

» *Maintaining customer relationship through imparting knowledge effectively on Apple Products*

Job Responsibilities

* Giving effective solutions to potential customers pre to post purchase
* Hands-on support for technical requirement of B2B and education customers
* Imparting knowledge to corporate and education sectors to efficiently use their purchased products
* Set-up any type of requirement the customer, server, network, software and any issues related to Apple products
* Coordinating with trainers, service engineers, to give full support and experience to B2B and education customers

Axiom Xcell Inc. – Philippines 2009 - 2011

**Quality Assurance Software - Application & Games**

» *Assuring software is bug free, checking coding is correct*

Job Responsibilities

* Testing the software to properly work on different mobile handsets
* Adjusting coding to work smoothly per mobile handsets
* Reporting major bugs so developer can do major fix

Sharp Philippines - Philippines 2009 - 2011

**Sales Service Engineer**

» *Pre and Post Sales and Service of a copier machine*

Job Responsibilities

* Selling Sharp copier machine, suggesting requirement to customers
* After sales service, set up copier to existing network
* Replacing machine consumables of existing customers

**SEMINARS ATTENDED**

**Apple Trainings Dubai and Oman – Managerial, iOS , MAC, Technical Software**

Apple

**Apple Trainings – iOS , MAC, Technical Software and Hardware**

Power Mac Center