

gene.361979@2freemail.com

**Objective:** To be able to work in a progressive organization which provides opportunity to enhance, improve, and utilize my knowledge, skills, and expertise while attaining personal and career growth.

**Experience:** October 2011- Present,Homes r Us,LLC. –Lalsgroup, Dubai, UAE

## **Store of Excellence Showroom Manager**

* Manages the store operations and merchandising activities of the pilot store
* Responsible for maximizing retail sales and operating profit of the store
* Develops and manages the service environment and presenting a clean, neat, and organized shopping environment for the customers
* Leads the Core team in formulating, developing, and applying new ideas in the store
* Oversees the documentation and implementation of the SOPs
* Trains all the staffs in Soft skills and Job skills
* Enrolls all the staffs in trainings of Customer Service, Selling Skills, Communication Skills, Leadership Skills, Product Knowledge, etc.
* Improves systems and develops new standard operating procedures

September 2008– September 2011,Homecentre, LLC.-Landmark

## **Asst. Showroom Manager**

* Acted as Duty Manager in the absence of the Showroom manager
* Monitor the handling of customer complaints in line with company policy.
* Mentored, coached, and trained the staffs and other managers regarding all aspects of the furniture and household departments
* Functioned as the In-house trainer in all the aspects of skills and product knowledge training

**Experience:** January 2006– August 2008,SM Department Store, Philippines

**Department Manager cum Training Manager**

* Act as a Duty Manager in the absence of the Operations Branch Manager
* Act as an Auditor
* Train all the staffs in Customer Service, Selling Skills, Communication Skills, Leadership Skills, Product Knowledge, etc.

February 2002 –July 2005 Bahrain Building Materials, Bahrain

## **Safety Manager**

* Worked as a Safety Engineer and was promoted as a manager in confined space workstations
* Act as the Safety trainer and auditor

**Education** 1996-2001 University of San Carlos Cebu, Philippines

## **Bachelor of Science in Industrial Engineering**

1994-1996University of Cebu Doctors’, Cebu, Philippines

## **Bachelor of Science in Physical Therapy**

**Certificates** Planning and Organizing – Homes r Us

 Leading and Motivating – Homes r Us

 Selling Skills - Homes r Us

 Customer Service – Homes r Us

 Communication Skills – Homecentre

 Effective Selling – Homecentre

 High Potential Development Program – Homecentre

**Interests** Seminars, Books, and Public speaking engagement.

**References** Available on request.