**JANEL**

[**Jenel.362975@2freemail.com**](mailto:Jenel.362975@2freemail.com)

**OBJECTIVE**

Seeking an opportunity to obtain a position that will enable the use of my strong organizational skill kama and ability to work well with people.

**WORKING EXPERIENCE:**

**Sales Staff / Officer in Charge**

SM Clark (Promate/Acer)

September 19,2014-September 04,2016

Key Achievements

* Greeting customers who enter the shop.
* Be involved in stock control and management.
* Assisting shoppers to find the goods and products they are looking for.
* Being responsible for processing cash and card payments.
* Stocking shelves with merchandise.
* Answering queries from customers.
* Reporting discrepancies and problems to the supervisor.
* Giving advice and guidance on product selection to customers.
* Balancing cash registers with receipts.
* Dealing with customer refunds.
* Keeping the store tidy and clean, this includes hovering and mopping.
* Responsible dealing with customer complaints.
* Working within established guidelines, particularly with brands.
* Attaching price tags to merchandise on the shop floor.
* Responsible for security within the store and being on the look out for shoplifters and fraudulent credit cards etc.
* Receiving and storing the delivery of large amounts of stock
* Keeping up to date with special promotions and putting up displays.

**Sales Staff**

SM Tarlac/SM Pampanga ( Tokyo Pacific Industrial Corp.)

January 31,2011-November 15,2012 (Contract I)

December 07,2012-February 02,2013 (Contract II)

Key Achievements:

* Work with customers with the most cheerful and pleasant disposition
* Give answers to customers’ questions or concerns related to the product they are charged to sell and demonstrate good knowledge of the product
* Communicate and assist customers in any way possible and as the customers may require
* Deal with customer’s complaints professionally and with restraint
* Close as many deals and transactions as possible

**Sales Staff**

Robinsons Department StoreUMCC

December 12,2009-June 10,2010

Key Achievements:

* Welcomes customers by greeting them; offering them assistance.
* Directs customers by escorting them to racks and counters; suggesting items.
* Advises customers by providing information on products.
* Helps customer make selections by building customer confidence; offering suggestions and opinions.
* Documents sale by creating or updating customer profile records.
* Processes payments by totaling purchases; processing checks, cash, and store or other credit cards.
* Keeps clientele informed by notifying them of preferred customer sales and future merchandise of potential interest.
* Contributes to team effort by accomplishing related results as needed

**ACHIVEMENTS**

* **Sales Staff of the Month**

**Promate Clark ( October 2016)**

**SKILLS**

* Outstanding interpersonal skills
* Team-play
* Brand-building
* Detailed-oriented
* Can handle many assignments – multi-tasking
* Strong networking skills
* Good presentation skills
* Willing to learn and listen

**EDUCATIONAL BACKGROUND:**

Secondary **Tianajero High School-Annex**

Magalang, Pampanga

2007-2008

Primary **San Antonio Elementary School**

Arayat Pampanga

2002-2003

**PERSONAL DATA:**

Sex : Female

Date of Birth : March 23,1991

Height : 5’6”

Weight : 110lbs.

Civil Status : Single

Religion : Roman Catholic

Language : English,Tagalog,Pampango

I hereby certify that all the information above are true and correct to the best of my knowledge and ability.

**Applicant’s Signature**