***Rowel***

***Rowel.372612@2freemail.com***

**Career Objective**

To be engaged in a company with utmost professionalism and dedication, guided with high standards where my skills and abilities can be maximized and developed in customer-service oriented business.

**Qualifications**

* With more than 9 years experiences in sales and customer-service oriented business.
* Computer Literate.
* Ability to learn new duties quickly with less supervision.
* Can work under pressure with minimal supervision.
* Flexible in responding to changes and accepting new responsibilities.
* Willing to work overtime and undergo training.
* Honest, hardworking, resourceful, determined, confident
* With good moral character and a dedicated person with the ability to succeed.
* Highly organized, people- oriented and responsible

**Work Experience**

**Promoter/Sales**

**Infinity Communications**

**Store Location: Virgin Megastore (MCC, Dubai Mall)**

**May 2015- Present**

* Welcome customers as they arrive and inquire into their choice of electronic goods
* Lead customers to designated aisles / shelves for their specified items
* Provide customers with information regarding product features and benefits
* Demonstrate features by employing knowledge of gadgets and technology
* Respond to customers’ questions and concerns
* Walk customers through the buying procedure by ensuring smooth payment processes
* Pack electronic items in original packing and ensure that they are accompanied by warrantee cards, if available.
* Ascertain that products are neatly displayed in display units and have all corresponding information attached to them
* Indulge in upselling endeavors with a view to increase revenue
* Maintain knowledge of what the competition is selling and provide feedback to supervisor
* Ascertain that pricing information is kept current and that customers are made aware of discounts and promotions

**Promoter/Merchandiser**

**Promate Technologies JAFZA**

**Store Location: Virgin Megastore and CompuMe (Mall of Emirates & Dubai Mall)**

**November 2011 – January 2015**

* Responsive to the needs of the costumers.
* Supervise the delivery of items and ordering of stocks if needed.
* Ensure costumers’ satisfaction at all times.
* Offer them variety of items that would be able to satisfy their needs and ensure customer satisfaction & generate more sales.
* Responsible in making daily reports and send it by email to the sales director.
* Ensures that all merchandise/ electronic items are properly displayed and organized.
* Establish and maintain good rapport to the costumers.
* Reporting to my supervisor for any problems and requisition of supplies for approval.
* Accurately describes products features, demonstrate how the products is used and be able to operate other products.

**Coffe Maker/ Bans Maker/ Service Crew/ Cashier**

Papparoti Café,The Dubai Mall

Dubai, UAE

August 2009- August 2011

* Responsible for setting up necessary supplies and tools, cleaning all equipment and areas, locking doors, etc. Set up, stock, and maintain work areas.
* Input orders into cash register system and collect payment from customer.
* Take orders, record and prepare food and coffee beverages.
* Ensure that appliances (e.g., coffee makers) are turned on/off at the appropriate times.
* Clean dishes, utensils, work areas, tables and equipment throughout the day.
* Follow all company and safety and security policies and procedures; report accidents, injuries, and unsafe work conditions to manager
* Ensure uniform and personal appearance is clean and professional, maintain confidentiality of proprietary information, and protect company assets.
* Welcome and acknowledge all guests according to company standards, anticipate and address guests` service needs, assist individuals with disabilities, and thank guests with genuine appreciation.
* Develop and maintain positive working relationships with others, and support team to reach common goals.
* Ensure adherence to quality expectations and standards.

**Sales Staff**

Penshoppe

SM Manila

Manila Philippines

December 2007 to June 2009

* Proactively acknowledged, greeted and assisted customers in the store
* Offered customers with exemplary and timely service.
* Provided accurate product information.
* Served multiple customers, discovered their needs, and made recommendations to generate sales.
* Recommended alternative purchase choices.
* Merchandised, stocked and replenished the selling floor constantly.
* Merchandised, restocked and maintained sales floor.
* Determine customers’ style by observing what they are wearing and provide style-conscious consultation.
* Guide customers about different available styles and clothes.
* Suggest possible accessories that may complement clothes that the customer is interested in.
* Make style suggestions to meet the customers’ budget and dress expectations.
* Provide suggestions regarding styles, colors and sizes.
* Assist customers in carrying chosen clothes to try rooms

**Personal Information**

Sex : Male

Civil Status : Married

Nationality : Filipino

Languages Spoken : Filipino and English

Visa Status : Employment (Freezone)