

 **Email Address:** Darwin.379154@2freemail.com

**Darwin Mobile Number:** C/o 0505891826

**Objective:**

A career that continuously enhance my skills and competencies for improvement and development not only technically but a person as a whole, and currently looking to combine skills and expertise within a position that welcomes motivation while simultaneously offering a supportive environment.

**Personal Data:**

**Date of Birth:** October 1, 1986

**Gender:** Male

 **Nationality:** Philippines / Filipino

**Languages Spoken:** English & Tagalog

**Marital Status:** Married

 **Visa Status:** Visit Visa (Valid until June 8, 2018)

|  |
| --- |
| * **With Valid UAE Driving License**

**Career Scan:****Giordano Fashions LLC (DUBAI, UAE)****SHIFT-INCHARGE****December 2014 – December 11, 2017****CUSTOMER SERVICE REPRESENTATIVE****December 2010 – December 2014****Key Responsibilities:*** Deal directly with customers either by telephone or face to face.
* Handling the cashier with awareness and alertness at all times.
* Respond promptly to customer inquiries, handle and resolve customer complaints.
* Obtain and evaluate all relevant information to handle product and service inquiries.
* Provide pricing and delivery information, updating daily Log Book and Managers Book.
* Participating in quarterly Fiscal inventory.
* Finalization and follow up of discrepancies & inversions by checking the history and movements of the products.
* Communicate and coordinate with internal departments.
* Assisting and providing training on all stock related processes to junior colleagues.
* Process orders, forms, applications and requests.
* Organize workflow to meet customer timeframes.
* Record details of inquiries, comments and complaints and actions taken.
* Maintain customer databases and provide feedback on the efficiency of the customer service process.
* Make daily sales summary and reports to the regional sales manager.
* Multi-tasking in over-all responsibilities within the shop.

**Achievements:*** Awarded Employee of the month September 2011- Giordano Fashion LLC.
* Service Champion

Mystery Shoppers Service Satisfaction* Best Employee of the Year

Dubai Service Excellence Scheme 3 times Mystery Shopper Report 2011-2012* Team Player of the Month – June 2014

**Training Programs Attended:*** Customer Service by Ms. Kashmira Tamhane (Head Of HR, Giordano Fashions LLC)
* Handling Difficult Situation by Mr. Zia ( HR Officer, Giordano Fashions LLC)
* Sales Techniques (Up-selling, Cross-selling, FAB-Selling and Closing Sales)
* Self Inspection Course (According to the Regulatory Laws of the Department of Economic Development)

Held in Dubai by Dr. Mostafa Kamel Al Mohammad and Mohammad Ali Rashed Lootah – May 24, 2016**Technical Education:*** Advanced Course in Computers ( Microsoft Office, Excel, Word, PowerPoint and Web browsing)

**Key Skills and Competencies:*** Highly developed sense of integrity and commitment to customer satisfaction.
* Demonstrated passion for excellence with respect to treating and caring for customers.
* Ability to communicate clearly and professionally.(verbal,telephone and in written)
* Able to handle complaints and unpleasant customers in tactful manner.
* Has a pleasant, patient and friendly attitude.
* Strong decision making and analytical abilities.
* Strong detail orientation and communication/listening skills.
* Willingness to work a flexible schedule and occasional overtime when needed.
* Possess a strong work ethic and team player mentality.
* Familiar with all cash handling & Credit card payment procedures.
* Motivation to learn new knowledge and skills.
* Knowledge on computer application.

**References:**Available upon request.**Declaration:**I hereby declare that the details furnished above are true to the best of my knowledge.**DARWIN** |
|  |