

OBJECTIVES

**GLORY**

**Sharjah, United Arab Emirates**

**Email ID:** [**glory-394837@2freemail.com**](mailto:glory-394837@2freemail.com)

* A position in an International Business Environment requiring supervisorial, Interpersonal and Leadership Skills.

To be in an organization where I will get a chance to upgrade my knowledge, utilize my extensive sales expertise

And To enhance my knowledge and capability in any given task.

SUMMARY

**EDUCATIONAL ATTAINMENT**

A Total of more than 13 years’ experience in the retail industries has been blended with a strong emphasis on operational training and team management. Have handled various roles including customer recovery processes and troubleshooting on the job in an effort towards achieving the goal of 100% customer satisfaction and operational excellence.

**Bachelor of Science in Nursing**

COLLEGE OF IMMACULATE CONCEPTION

**2003-2005**

EXPERTISE

**WORK EXPERIENCES**

* Planning and conceptualizing various strategies to achieve top line sales budget & business goals aimed towards the growth in business volumes as well as profitability while ensuring uninterrupted stock situation.
* Developing competitive business development and sales strategy, uncovering/ creating new opportunities, identifying dynamic and flexible solutions.
* Efficiently managing and handling sales operations, developing business development strategies, studying the elements in a sales promotion plan & driving store sales by ensuring brand presentation within the store while ensuring adherence to company’s rules and regulations.
* Identifying and implementing strategies for building team effectiveness by promoting a spirit of cooperation between team members while executing and implementing company direction and initiatives.
* Adept at reviewing activities for effective and inspirational leadership to a sales team, efficiently conducting daily briefing on store performances, guiding and training sales team regarding company’s products, retail selling and solution selling skills to achieve targets of the company.

**Designation :** BRAND AMBASSADOR

**Duration :** July 25 2017 to July 25,2019

JOB RESPONSIBILITIES

* Directly interact with the consumers and provide information about the brand and devices.
* Generate sales opportunities and build consumer preference of a brand name
* Giving demonstration how the product works, merchandise and answer inquiries for the purpose of generating public interest in a brand
* Promote brand name, products and services by interacting with customers
* Responsible for sending daily sales report and monthly
* Responsible for setting up and transferring customer's data
* Responsible for giving feedback about competitors promotion
* Identify customer needs through asking questions; confidently recommend and demonstrate appropriate products; recommend link products at every sales opportunity.

WORK EXPERIENCE

**Designation :** BRAND AMBASSADOR

**Duration :** September 24,2012 to June 17,2017

JOB RESPONSIBILITIES

* Directly interact with the consumers and provide information about the brand and devices.
* Generate sales opportunities and build consumer preference of a brand name
* Giving demonstration how the product works, merchandise and answer inquiries for the purpose of generating public interest in a brand
* Promote brand name, products and services by interacting with customers
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* Responsible for giving feedback about competitors promotion
* Identify customer needs through asking questions; confidently recommend and demonstrate appropriate products; recommend link products at every sales opportunity.

**WORK EXPERIENCES**

**Designation :** SALES ASSISTANT

**Duration :** May 10, 2010 to March 29, 2012

JOB RESPONSIBILITIES

* Welcome and greet every customer in a warm and friendly manner demonstrate and provide excellent customer service at all times
* Arranging and Merchandising assigned area
* Receive cash or payment in any authorized modes from customers, issue receipts/bills against their purchase and provide professional cash point service.
* Handle customer complaints professionally and efficiently, in line with the company after sales policy
* Demonstrate and maintain product knowledge, fashion trends, in store promotions at all times
* Maintain clean and organized wrap stands, fitting rooms and stock areas
* Checking of stock levels daily and inform of depleting stocks to the store manager in order to replenish and maintain optimum stock levels.
* Comply with all company policies and procedures including refund and exchange policy, security, health and safety policies

**WORK EXPERIENCES**

**Designation :** STORE MANAGER

**Duration :** May 2006 to Feb 2010

JOB RESPONSIBILITIES

* Primary Responsible in store operation
* Handling customer complaints
* Handling employee’s daily schedule and assigned task
* Responsible for training of trainee supervisor intended for thefaceshop stores
* Responsible for encoding weekly inventory and reporting monthly brand report
* Responsible for downloading and uploading of master files
* Responsible for the store product visuals
* Responsible for monitoring of stocks and store supplies
* Responsible for checking of outgoing and incoming products and documents
* Responsible o employee’s evaluation if they sell product effectively and with the credibility
* Responsible for customer service make up and skin care consultation

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

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**Glory**

SEMINARS ATTENDED

* LEADERSHIP AND MANAGEMENT TRAINING SEMINAR
* BENCH WORK VALUES
* PERSONAL COMMUNICATION
* CUSTOMER PROFILING
* CUSTOMER SERVICE
* PERSONAL DATASTAFF MOTIVATION

**PERSONAL DATA**

* Nationality: Filipino
* Date of Birth: 09 Dec. 1986
* Marital Status: Married
* Language Known: Tagalog, English, Basic Arabic
* Visa Status: Husband’s Visa
* **Driving License: Yes**
* **Car: Yes**