

Michelle   
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PERSONAL STATEMENT

A reliable, trustworthyand conscientious sales associate who is able to multi-task, handle  
pressure, work as a part of a team and most importantly inspire customers to make a  
purchase. With infectious enthusiasm and an inspirational style. A extensive experience of  
the retail industry to develop superb organizational, problem solving and sales skills.

AREAS OF EXPERTISE  
RETAIL

* Able to help customers find what they want.
* Fully aware of security issues concerning stock in relation to shoplifting, leakage  
  and theft.
* Experience of working in a commission based sales environment.
* Able to maintain high standards of display & visual merchandising to ensure the  
  store is well presented.
* Ready and able to work individually or within a team environment.

SALES

* Able to promote a store and its products through effective marketing activities  
  like leafieting etc.
* Experience of working in a commission based sales environment.
* Able to accurately describe a products features and benefits to a customer.

PERSONAL

* Excellent written and verbal communication skills, with an eye for detail.
* Extremely productive in a high volume, high stress, environment.
* Highly productive in the use of Microsoft Office

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* Dependable and Reliable
* Resolution-oriented
* Willing to work on a shift basis including evenings and weekends.
* Always smartly dressed, articulate and presentable.
* Ability to take ownership of issues and to work alone with little or no supervision.
* Extremely organized with a high level of attention to detail.

CAREER HISTORY

**Retail & Restaurant Store- EATALY SHOP fAZADEA GROUP, Diera Dubai)**

SALES ASSOCIATE April 2014-PRESENT

Making sure every customer receives exceptional levels of service and enjoys their visit

to the store.

***DUTIES:***

* Serving customers at the sales counter.
* Offering face to face advice to customers on the store products.
* Processing returns and refunds as required in line with company procedures.
* Ensuring that all the areas are clean and adhere to the company's policy.
* Making sure that any item which is removed from the display column is replaced immediately after a sale.
* Handling customer complains in a calm manner.
* Managing cash and payment system in accordance with company procedures and policies.

Jan.2012-Jan.2014 Qatar Food Company, Doha Qatar

Guest Expert (Cashier)

* Greeting the guest while offering super customer service attention, taking, assembling and presenting food orders, requesting and receiving payment, operating the cash register. Cleaning in accordance to our company sanitary standards including but not limited to: Sweeping and mopping floors, cleaning walls, tables, counters, kitchen, and service equipment. Cleaning the customer service area, removing trash, cleaning restroom and checking the parking lot. Assist new crew members in learning their new job skills. Backing up other crew members in their jobs, assist in any area to ensure that the food is being prepared, packaged and delivered to customer in a timely manner.

October 2010- March 2011

On Job Training in Social Security System

Assists the clients for processing their papers. Make data encoding, practicing Microsoft  
word and excel PowerPoint and book keeping.

PERSONAL PROFILE

Birth Date:

Age:

Sex:

Height:

Civil Status:

Nationality:

Visa Status:

Education

**College**

WESTERN MINDANAO STATES UNIVERSITY,Zamboanga City, Philippines 7000 B.S., Office Management (Graduate) 2007- 2011

October 16,1987 30

Female

5'4"

Single

Filipino

Employment Visa