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| [**Arjie.301038@2freemail.com**](mailto:Arjie.301038@2freemail.com)  **Personal Data**  Citizenship : Filipino  Date of Birth : February, 18, 1989  Sex : Male  Status  **:** Single  **Languages Known**  English  Filipino | ***ARJIE***  **Career Objective**  To be able to enhance my knowledge and skills learned from schools and previous work for professional growth and productivity of the company.  **Academic Background**  **Bachelor of Science in Computer Science**  Divine Word College of Urdaneta, Urdaneta City Pangasinan  **Summary of Skills**   * Ability to work with minimum supervision. * A dedicated and drive as a hard-working individual. * Excellent customer service skill * Ability to operate all equipment necessary to perform the job. * Ability to communicate with associates and customers. With excellent health. * Ability to read, count, and write to accurately complete all the documentation. * Superlative communication and team-building skills * Exceptional versatility and adaptability   Ability to manage multiple tasks in a pressured environment.  **Experience Summary**  **SALES ASSOCIATE/ CASHIER/ cum Store In-Charge**  **Relay (JASHANMAL/ DUTY FREE)**  **Abu Dhabi International Airport/ Abu Dhabi City**  **February 17 2016 up to present**  **Responsibilities**:sSSS   * Greeting customers who enter the shop. * Be involved in stock control 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. * Giving advice and guidance on product selection to customers. |

**CUSTOMER SERVICE REPRESENTATIVE**

**GLOBE TELECOM**

**Philippines**

**(2014- 2015)**

**Responsibilities**:sSSS

* Greeted customers and determined their wants and needs.
* Discussed type, quality, and number of merchandise based on individual requirements.
* Recommended merchandise based on individual requirement.
* Advised customers on utilization and care of merchandise.
* Provided advice to customer regarding particular product.
* Explained the use and advantage of a product to customer.
* Answered customer queries and concern.
* Prepared sales and accept payment through cash or credit cards.
* Maintained sales records for inventory control

**SENIOR SALES ASSOCIATE**

**SPLASH LANDMARK GROUP LLC**

**DUBAI**

**(2012-2014)**

**Responsibilities**:sSSS

* Answering questions about companies policies, services and handling of any client complains
* Play a part in coming up with financial rate, creating the budget and deciding which departments receive certain allocation
* Training front office employees on better customer service
* Maintain a professional and high quality service oriented environment at all times
* Oversee front desk operations and ensure client receives 100% satisfaction
* Resolve client complains in a timely manner and respond on time to any complaints
* Participating in interacting with guest and ensuring that shift duties are handled by front desk employees
* Handling of guest security and creating functional emergency procedure

**SALES ASSOCIATE**

**OXYGEN FASHION**

**SM- MALL, ROSALES PANGASINAN**

**(2011–2012)**

**Responsibilities**:sSSS

* Accountable for sales performance, focusing on growth and profitability, customer satisfaction, merchandising standards and store operations.
* Maximizes sales profitability by focusing on key business initiatives and marketing execution.
* Performs clerical duties (e.g., inventory reports, sales reports, counting and reconciling cash drawer).
* Maintain and practice standards of the company.
* Reflect good impression to our customer through high standard customer service.
* Responsible in merchandising the goods and replenishing.
* Handle customer complaint and provide accurate solution.

**SALES ASSOCIATE**

**FOLDED & HUNG FASHION**

**SM- MALL ROSALES, PANGASINAN**

**(2011- 2012)**

**Responsibilities**:sSSS

* Making sure all the merchandize is according to planogram and a basic standard of the store.
* Wall displaying and floor arrangement, merchandising of the collection and colour matching of tops and bottoms option.
* Cashiering and delivering good information to very customer about the store promotion.
* Maintaining an awareness of all promotions and advertisement.
* Assisting in floor moves, merchandising, display maintenance, housekeeping.
* Assisting in processing and replenishing merchandise and monitoring floor stock.
* Quoting prices and discounts as well as credit terms, trade in allowances, warranties and delivery dates.
* Worked also as cashier.

**SALES ASSOCIATE**

**PLDT**

**URDANETA BRANCH**

**(2009- 2011)**

**Responsibilities**:sSSS

* Aiding the customer in locating the merchandise.
* Communicating customer request to management.
* Greeting customers and determining their needs.
* Maintaining sales records for inventory control.
* Advising customer on utilization and care of merchandise.
* Responsible in merchandising the goods and replenishing.
* Handle customer complaint and provide accurate solution.

**OTHER DOCUMENTS ARE AVAILABLE UPON REQUEST**

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