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**Marivic**

**Marivic.316690@2freemail.com**

**PERSONAL DOSSIER**

**Date of Birth : 17th June 1986**

***PROFILE:***

* Competent, diligent & process-oriented **Head Cashier** with an excellent and rewarding career of **7 years with Landmark Qatar.**
* Expertise in Cashiering, Customer grievance handling, Selling, Audit (BOE)**.**
* Possess orientation & handling Audit successfully for SOP & BOE optimization.
* Highly inquisitive, creative & talented Professional with **significant and progressive experience in driving Quality Cash counter & audit related Initiatives,** and fostering efficiency.
* Dedicated individual with a reputation for consistently going beyond what is required and using personal high standards to achieve results.
* Possess knowledge of cashiering practices in a retail environment, retail procedures, systems, and standards along with the ability to function in a computerized business management system.

***CORE COMPETENCIES***

 *Inventory Management/Control for the GVs & Consumables Team Management for Cash Dept Complete Operations Management for cash counter Staff Management MIS & Document management- Close out Back End Operations- maintaining documents related to Audit & Cash counter customer focus & problem solving- Enrolling Shukran & Customer grievance redressal demonstrates organizational values- adhering SOP & BOE parameters.*

**PROFESSIONAL EXPERIENCE & DEVELOPMENT**

***CURRENT EMPLOYER-*** *LANDMARK GROUP (Emax, Concept, Qatar)*

***DESIGNATION-***  *Head Cashier (June 2009 to Till date)*

***JOB PROFILE***

**CASH COUNTER OPERATION**

* Ensuring SOP adherence
* Ensuring regular BOE ( barometer of operations efficiency) audit for ensuring process compliance at cash counter. Rewarded for “The best BOE score” for Q2 & Q3 of 2015-16.
* Ensuring cashiers are deployed at cash counter & operate as per desired norms.
* Ensuring all the cash tills are functioning optimally & speedy check out of esteem customers.
* Co-coordinating with all support team (finance, IT, Buying) for smooth cash counter operation.
* Rostering, manpower management & optimum usage of available resources.
* Additional responsibilities- Petty cash, Training for store & new joiners, Consumable management, Queue Management.

**SALES & REVENUE GENERATION**

* Selling EW & Accessories (Add-On) to customers at POS.
* To achieve the SHUKRAN (Earn & Burn) enrollment & conversion.
* Achieving sales target – Consistently achieved given sales target.
* Achieving EW, Acc & Margin target.
* Shukran- Rewarded for Shukran enrolment.
* Awarded as Employee of the month.

**PEOPLE MANAGEMENT**

* Providing on the job training to staff.
* Imparting training to DMs New joinee Cashiers.
* Boosting staff morale & developing the right attitude & team spirit in them.
* Develops & maintains a team of highly honest & ethical cashiers.
* Organizing Stress Buster activities for employees.

**CUSTOMER SERVICE**

* Interacting with customers & obtaining their feedback.
* Resolving customer complaints before escalating to manager.
* Ensure a customer friendly environment at the cash counter to make customer retention.
* Deliver high level of customer satisfaction during billing at cash counter.

**INVENTORY MANAGEMENT**

* Control on stock- Consumables, Stationary, Bags, Paper, Cartridge etc

 **PREVIOUS EMPLOYERS-**

* **SCHOOL PROJECT-SPACE PROGRAM FOR STUDENT**

**SIBULAN MUNICIPAL HALL**

**DURATION- APRIL 2005 – MAY 2005**

* **COMPANY NAME-**  **JUNREX CELLPHONES AND ACCESSORIES, IST FLOOR SM CITY CEBU**

 **DESIGNATION- PRODUCT PROMOTER/SALES ASSOCIATE**

 **DURATION- AUG.8,2007-JUNE 15,2009**

 **JOB RESPONSIBILITIES- To promote branded mobile phones, target achievement, customer satisfaction.**

* **COMPANY NAME- KAMERAWORLD, LOWER GROUND FLOOR, SM CITY CEBU**

**DESIGNATION- CUSTOMER SERVICE PROVIDER**

**DURATION- SEPT 2006– JUNE, 2007**

**JOB RESPONSIBILITIES- To handle customer grievance & issues, Customer satisfaction & Customer orientation.**

**ACADEMIC CREDENTIALS**

**Elementary: Congressman Vicente Gustilo Sr. Memorial School**

 **San Carlos City Negros Occidental**

 **(1993-1999)**

 **Secondary: Sibulan Municipal High School**

 **Sibulan Negros Oriental**

 **( 1999-2004)**

**College: Bachelor of Science in Mathematics**

 **Negros Oriental State University**

 **Dumaguete City Main Campuses I & II**

 **2004-2006**

**TRAINING, AWARDS & ACHIEVEMENT**

* **NATIONAL SERVICE TRAINING PROGRAM (NSTP)-BASIC ROTC COURSECL-2005**
* **Fire Safety Training at Landmark Group**
* **Leadership Training**
* **SDP- Supervisor development program 2014-15**
* **TTT- train the trainer program & certified IST (In Store Trainer)**
* **Employee of the month in July 2015 & December 2014.**
* **Appreciation letter for doing extra curicular actvities for employee motivation.**

**IT Forte: Well versed with MS Office (Word, Excel & PowerPoint and Internet Applications.**

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