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|  | **Untitled.jpg**  **MARY** |
|  | **Sales-Personnel/ Catering** |
|  | [**Mary.36859@2freemail.com**](mailto:Mary.36859@2freemail.com) |
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|  | **PERSONAL SUMMARY** |
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| AREAS OF EXPERTISE | A articulate, presentable and sales hungry individual who can thrive in any fast faced |
|  | and commission based retail environment. Possessing the ability and confidence to |
| Cash Management | contribute to the smooth running of a company and possessing the "can do" attitude |
|  | required to be able to get things done. Jean can communicate well with customers and |
| Operating Skills | demonstrates helpful attitude at all times on the shop. |
|  |  |
| Stock Management | She is polite and professionals with excellent customers service skills, and is experienced |
|  | at having appropriate Tell Point Conversation with every customer to positive approach |
| Checking deliveries | to everything she does and is able to work effectively on her own and as part of a team. |
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| Supervising | Ready and qualified for the next stage in my career and looking forward to making |
|  | significant contribution to the growth of a ambitious company. |
| Customer Interaction |  |
|  |  |
| Giving Product Advice | WORK EXPERIENCE |
|  |  |
| Health & Safety Procedure | Global Hospitality company |
|  | Sales- Personnel / Catering Personnel January 21, 2015 March 21, 2017 |
|  |  |
|  | Responsible for delivering a friendly service, smelling, greeting and making eye |
| PROFESSIONAL | contact with every customer that comes to the store. Playing an active role in providing |
|  | a positive customer experience and driving sales. |
| Can Speak English |  |
|  | Duties: |
| First Aid Qualified |  |
|  | •Supporting the store team and managers to increase revenue streams and profit targets. |
|  | •Providing a friendly and helpful services to customers. |
|  | •Maintaining high standards of presentation and cleanliness across the store. |
| PERSONAL SKILLS | •Demonstrating good product knowledge to customer on key promotion and offers. |
|  | •Providing cover in order areas during periods of holiday and sickness. |
| Communication Skills | •Approaching customers that may require assistance if you are on the shop. |
|  | •Carrying out stock replenishment. |
| Customer Facing Skills | •Ensuring all areas of the store remain tidy at all times. |
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| Keyboard Skills |  |
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|  | KEY SKILLS AND COMPETENCIES |
| PERSONAL DETAILS |  |
|  | Retailing Attributers |
| MARY JEAN ABEJO VELARDE | •Able to easily build a support with customers |
| LBC BLDG. KARAMA | •Have "Fit" measurement experience |
| DUBAI,UAE | •Good people skills and able to work as part of team |
|  | •Possessing plenty of patience |
|  | •Willing to work irregular hours to cover busy periods |
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|  | ACADEMIC QUALIFICATIONS |
|  |  |
|  | Passenger Service Agent |
|  | Diploma from UK Aviation Institution Dubai 2017 |
| DOB: 12-3-1984 | •Types of Airlines •Flight Handling Agencies |
| Nationality: Filipino | •Regulatory Authorities •Customer Service |
|  | •Geography •Reading Airline Tickets |
|  | •times and Times Zones •Passport and Visa |
|  | •Aviation Terminology •Exchange Rates |
|  | •Aircraft Familiarizations •Baggage |
|  | •Theory of flight •Security |
|  | •Airport & Ground Procedure •Ramp Safety |
|  | •Airport Codes •Galileo reservation system |
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|  | BSC MAJOR MANAGEMENT ACCOUNTING 2001 - 2005 |
|  | St. Paul's Business School of Law Palo Leyte |
|  |  |
|  | A levels Math(A) English(B) Technology(B) Science(B) 1997 - 2001 |
|  | St. Mary's Academy Palo Leyte |
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|  | REFERENCES -- Available upon request |