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**MALOU**

**Email add.:** **malou.369550@2freemail.com**

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| **JOB OBJECTIVE:**  To contribute to the company’s growth by providing top-of-the-line services through effective leadership, creativity and good communication skills. |
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**PERSONAL INFRORMATION:**

**Place of Birth :** Alabang, Muntinlupa City

**Date of Birth :** September 18, 1986

**Gender :** Female

**Nationality :** Filipino

**Height :** 5’2

**Weight :** 52 lbs.

**Marital Status :** Married

**Visa Status :** Employment Visa

**WORK EXPERIENCE:**

**Sales Supervisor**

Promod

Dubai Holding Group / Al Shamsi Holdings Group

Mushrif Mall /Marina Mall

Aug. 11, 2010 till present

PRINCIPAL DUTIES:

* leading, directing and motivating the sales team in order to achieve the overall corporate sales objectives
* revising and implementing the sales strategies and plans
* generating sales opportunities by identifying appropriate business targets
* providing a professional and excellent level of customer service with existing and new customers
* Handle customer issues, resolution and communicate escalated issues to the Brand Manger
* Create reports showing Sales %, install %, adherence, and attendance etc.
* Make sure all employees adhere to company policies and procedure
* Deliver positive feedback, Employee Rewards and Customer Recognitions to employee
* Communicate all employee relations issues, concerns, and incidents
* Best Practices – Implementations of best practices in the industry and benchmarking

**Achievements and contributions:**

* Development of effective motivations strategies for store staff
* Achieved 100% sales target every month with the coordination of team

**Sales Assistant / Cashier**

Tribal Gear

Festival Alabang, Muntinlupa

July 1, 2009 – Jan. 1, 2010

* Familiar to use system for sales order.
* Coordinate with the store manager for any irregularities in the section.
* Deposit the cash sales in the bank daily.
* Responsibility for inventory for the shop.
* Checking availability stock and order stock of the shop.

**Sales Assistant / Cashier**

Penshoppe

Golden ABC Inc.

May 11, 2005 – July 11, 2007

* Deposit the cash sales in the bank daily.
* Improve and implement Standards policy.
* Greeting with a smile to every customer.
* Filling all checks and documents papers trough computer.
* Handling customer’s complaints.
* Initiative and improve training, awareness and skill development

**EDUCATIONAL ATTAINMENT:**

**College :** Hotel and Restaurant Management

 University of Perpetual Help System of Laguna

 (2003-2005) Undergraduate

**Secondary :** Saint Louis Anne College

 San Pedro, Laguna, Philippines

 (1999-2003)

**Primary :** Pacita Complex Elementary School

 San Pedro, Laguna, Philippines

 (1993-1999)