

**Email Address:** [Darwin.379154@2freemail.com](mailto:Darwin.379154@2freemail.com)

**Darwin Mobile Number:** C/o 0505891826

**Objective:**

A career that continuously enhance my skills and competencies for improvement and development not only technically but a person as a whole, and currently looking to combine skills and expertise within a position that welcomes motivation while simultaneously offering a supportive environment.

**Personal Data:**

**Date of Birth:** October 1, 1986

**Gender:** Male

**Nationality:** Philippines / Filipino

**Languages Spoken:** English & Tagalog

**Marital Status:** Married

**Visa Status:** Visit Visa (Valid until June 8, 2018)

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| * **With Valid UAE Driving License**   **Career Scan:**  **Giordano Fashions LLC (DUBAI, UAE)**  **SHIFT-INCHARGE**  **December 2014 – December 11, 2017**  **CUSTOMER SERVICE REPRESENTATIVE**  **December 2010 – December 2014**  **Key Responsibilities:**   * Deal directly with customers either by telephone or face to face. * Handling the cashier with awareness and alertness at all times. * Respond promptly to customer inquiries, handle and resolve customer complaints. * Obtain and evaluate all relevant information to handle product and service inquiries. * Provide pricing and delivery information, updating daily Log Book and Managers Book. * Participating in quarterly Fiscal inventory. * Finalization and follow up of discrepancies & inversions by checking the history and movements of the products. * Communicate and coordinate with internal departments. * Assisting and providing training on all stock related processes to junior colleagues. * Process orders, forms, applications and requests. * Organize workflow to meet customer timeframes. * Record details of inquiries, comments and complaints and actions taken. * Maintain customer databases and provide feedback on the efficiency of the customer service process. * Make daily sales summary and reports to the regional sales manager. * Multi-tasking in over-all responsibilities within the shop.   **Achievements:**   * Awarded Employee of the month September 2011- Giordano Fashion LLC. * Service Champion   Mystery Shoppers Service Satisfaction   * Best Employee of the Year   Dubai Service Excellence Scheme 3 times Mystery Shopper Report 2011-2012   * Team Player of the Month – June 2014   **Training Programs Attended:**   * Customer Service by Ms. Kashmira Tamhane (Head Of HR, Giordano Fashions LLC) * Handling Difficult Situation by Mr. Zia ( HR Officer, Giordano Fashions LLC) * Sales Techniques (Up-selling, Cross-selling, FAB-Selling and Closing Sales) * Self Inspection Course (According to the Regulatory Laws of the Department of Economic Development)   Held in Dubai by Dr. Mostafa Kamel Al Mohammad and Mohammad Ali Rashed Lootah – May 24, 2016  **Technical Education:**   * Advanced Course in Computers ( Microsoft Office, Excel, Word, PowerPoint and Web browsing)   **Key Skills and Competencies:**   * Highly developed sense of integrity and commitment to customer satisfaction. * Demonstrated passion for excellence with respect to treating and caring for customers. * Ability to communicate clearly and professionally.(verbal,telephone and in written) * Able to handle complaints and unpleasant customers in tactful manner. * Has a pleasant, patient and friendly attitude. * Strong decision making and analytical abilities. * Strong detail orientation and communication/listening skills. * Willingness to work a flexible schedule and occasional overtime when needed. * Possess a strong work ethic and team player mentality. * Familiar with all cash handling & Credit card payment procedures. * Motivation to learn new knowledge and skills. * Knowledge on computer application.   **References:**  Available upon request.  **Declaration:**  I hereby declare that the details furnished above are true to the best of my knowledge.  **DARWIN** |
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