# **C:\Documents and Settings\khadim\Desktop\ROY RETORTA_PIC.JPG ROY**

# **Email add:** roy.383131@2freemail.com

 **OBJECTIVE:** To pursue my new passion which is the sales merchandising wherein I can expose and put my driving skill in good use.

 To secure a position with a well established organization with a stable environment that will lead to a lasting relationship in the field of retail merchandising.

**SUMMARY OF QUALIFICATION**

**A talented and experienced sales professional from A.Y 1995 to 1998** (Please see the Page 2)

 **With exposure in retail merchandising**

* Possesses Driver’s License.
* With strong sales and public relations skills
* Very dedicated to excellent customer service.
* Skilled in vendor relations, negotiation and coordination.
* Able to work well with others and have always been a team player.
* Accomplished leader with expertise in customer service management, product management, training, and professional development.

#### WORK EXPERIENCE

**Homesafe Technical Service L.L.C**

From March 2013-May 2018

International City Dubai UAE

**Job Description:**

* Drive vehicle for official travel and business, or as requested by Representative
* Maintain high standard of service to both internal and external guests.
* Ensure punctuality and safe transport.
* Observing the road and traffic laws and regulations of the United Arab Emirates.
* Ensure that safe driving practices are adhered to including local driving codes and internally agreed standards.
* Alcohol must not be consumed or present whilst on duty

**Job Description:**

**Head Bartender**

**The Meat Co.**

 November 2004-December 2012

 Souk Madinat, Jumeirah, Dubai UAE

* Concocted drinks, possessing a large knowledge of drink recipes, checking for proper identification.
* Was in-charge of the overall bar area and reported to the bar manager or bar owner
* Maintained the appearance and cleanliness of the bar area such as replacing kegs.
* Handled employee issues, customer complaints and disturbances, scheduling employees, supervising other bartenders, ordering supplies and alcohol and overseeing the workings of the bar area.
* Accomplished and reported the Weekly Inventory as part of the clerical function.

**Senior Bar Tender**

**Burj Al Arab**

November1999-November 2003

Umm Suqeim 3, Dubai, U.A.E

**Job Description:**

* Maintained a schedule of bartenders and bar assistants.
* Maintain the daily and monthly inventories
* Ordered and communicated with beverage suppliers.
* Coordinate drink availabilities and specials
* Handled the full responsibility for the entire sales, and stock requisition of food and beverages

 particularly in the Room Service Division.

* Provided executive services to the VIPs within in the hotel and resort with excellence ensuring that all the standards were achieved (comprehensive after-sales service to the customers to maintain the company’s quality standard).
* Promoted all the facilities and outlets of the hotel.

**Retail Sales Assistant**

**SM Mall-Cubao (Appliance Section)**

January 1997 –January 1998

Cubao, Quezon City, Philippines

 **Job Description:**

* Responsible for the day-to-day sales operation and ensured the excellent service to the customer.
* Endorsed and suggested the latest new products to the customers to increase the target sales.
* Ensured the customer satisfaction at the end of every transaction.
* Kept the shop floor presentable, particularly during opening hours.

**Retail Sales Assistant**

**Fair Center Department Store (Garments Section)**

October 1995- November 1996

Avenida,Rizal, Sta. Cruz Manila, Philippines

**Job Description:**

* Presented the childrens’s wear with outstanding project knowledge and selling strategies to the shoppers and passersby.
* Suggested the new products that might help to increase the sales target.
* Developed excellence in sales training course given by the company.
* Assisted the guests and customers in their queries.
* Suggested, sold, and developed salesmanship techniques.

**EDUCATIONAL BACKGROUND**

Tertiary Level: **Lyceum College of the Philippines**

**Industrial Electronics Technology**

**ACHIEVEMENTS**

* **Best Employee**- Meat Co. (Awarded last July 2012)
* **Mr. Meat Co.-** (Awarded last December 2011)

**PERSONAL IDENTIFICATION:**

Nationality : Filipino (Philippine)

Height : 5’7

**CHARACTER REFERENCES**

Available upon request