

**Mobile**

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**Email**

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**Address**

Al Nahda, Dubai,
United Arab Emirates

SKILLS:

- Retail software proficiency
- Retail operations understanding
- Inventory management
- Microsoft Office
- Daily sales reporting
- Excellent customer service
- Product knowledge-ability
- Tactful upselling
- Sales Management
- Strong Communication
- Direct Sales
- Leadership
- Multitasking

KEY QUALIFICATIONS:

- Solid knowledge of sales and negotiation processes.
- Experience in business to business (B2B) and business to customer (B2C).
- Building and maintaining professional networks.
- Excellent time management and organizational skills.
- Ability to take direction and strong listening skills.
- Decision-making and problem-solving abilities.
- Effective communication.
- Problem-solving orientation and good numeracy skills.
- Exceptional interpersonal and communication skills.
- Proficient in using CRM systems and point-of-sale (POS) software.
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REFERENCE

Available upon request

IRENE Q. TAMBANILLO

Driven to deliver high-quality service and consistent results. Consistently works to attract new business opportunities. Proficient in retail operations with a strong foundation in customer service, inventory management, and stock control. Skilled in daily sales reporting and Microsoft Office, ensuring accurate and efficient documentation. Adept at delivering excellent customer service while maintaining seamless retail operations. Committed to leveraging expertise to optimize processes and enhance customer satisfaction.

WORK EXPERIENCE**SHOWER SCENTS (Branch of ABC Cosmetics -ABC INTERNATIONAL LLC)**

Dubai Festival City Mall, Dubai UAE

Shop Supervisor

August 2023 - PRESENT

- Worked closely with management to develop effective sales strategies.
- Assisted customers in finding desired items, enhancing satisfaction levels.
- Coordinated with suppliers, securing timely delivery of products.
- Conducted regular stock checks for efficient inventory maintenance.
- Promoted top-selling items on prime locations within the shop floor for heightened visibility.
- Oversaw daily operations in shop, ensuring smooth work flow.
- Trained team to up-sell products and navigate POS systems.
- Attended to customer needs promptly, leading shop teams by example.

V-KOOL (EMIRATES) TRADING

Dubai Festival City Mall, Dubai UAE

Sales Executive

July 2013 – July 2023

- Boosted sales revenue through aggressive and targeted marketing strategies.
- Developed customer loyalty with excellent customer service, leading to repeat business.
- Prioritized important tasks effectively under pressure, ensuring seamless operations during peak times.
- Increased customer engagement by delivering high-quality product demonstrations.
- Streamlined sales process to enhance operational efficiency and productivity.
- Maintained an extensive knowledge of all products offered, assisting in informative customer interaction.

MINISTOP CONVENIENCE STORE

Mandaluyong City, Philippines

Assistant Store Manager

December 2010 - December 2012

- Monitored sales performance daily, identified slow-moving products, and took corrective actions promptly.
- Maintained health and safety standards within the store to ensure compliance with company policies and legal requirements.
- Completed administrative tasks such as generating reports on sales trends, losses, and thefts without delay or errors.
- Provided assistance during peak trading hours, kept checkouts moving quickly whilst maintaining excellent customer service levels.
- Handled employee concerns discreetly; fostered a healthy working environment.
- Streamlined inventory management for optimal stock level maintenance by implementing an efficient tracking system.

McDonald's Philippines (Golden Arches)

Quezon City, Philippines

Service Crew / Cashier

July 2007 - December 2010

- Delivered prompt service to enhance customer satisfaction rate.
- Ensured timely food delivery to enhance dining experience.
- Promoted customer satisfaction by delivering excellent service.
- Followed health and safety regulations strictly to ensure compliance.
- Handled cash transactions, maintaining accurate records daily.
- Took orders accurately, reducing errors and wastage significantly.

EDUCATION

Bachelor of Science in COMPUTER SCIENCE

Eulogio "Amang" Rodriguez Institute of Science & Technology

2005-2009