

Arlyn Feria Tagufa

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OBJECTIVE

- To support the Vision and Mission of the organization through performing good values that lead to expertise and obtain professional growth.
- To work in an organization where I am able to integrate my previous experiences and acquire more knowledge and skills.

EXPERIENCE

- Events and Exhibition , December 2018 to Present
Sales Representative
Dubai, UAE
 - Participate in stock management and control
 - Assist shoppers locate the products and goods they desire
 - Perform cash processing and card payments
 - Stock shelves with goods
 - Answer queries from shoppers
 - Guide and give advice to customers on product selection
 - Deal with customer refunds
 - Keep the store clean and tidy; this includes mopping and hovering
- 4 You Fashion , September 2017 to December 2018
Sales Representative
Dubai, UAE
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 - Deal with customer refunds
 - Keep the store clean and tidy; this includes mopping and hovering
 - Work within established guidelines with brands
 - Attach price tags to merchandise
 - Look out for shoplifters; responsible for security within the store as well as watching out for fraudulent credit cards etc.

- **Events : January 2016 – September 2017**

- **Sales Representative**

- **Dubai, UAE**

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- Receive and store stock.

Sales Representative

October 2014 – January 2016

Turkey Accessories,

Global Village, Mirdiff City Center

Dubai, U.A.E

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Cashier / Receptionist:

November 2011 – April 2014

GG Salon Philippines

- Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries.
- Directs visitors by maintaining employee and department directories; giving instructions.
- Maintains security by following procedures; monitoring logbook; issuing visitor badges.
- Maintains telecommunication system by following manufacturer's instructions for house phone and console operation.
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Office Clerk

June 2009 – October 2011

National Statistics Office, Philippines

- Collect, count, and disburse money, do basic bookkeeping and complete banking transactions.
- Communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders and address complaints.
- Answer telephones, direct calls and take messages.
- Compile, copy, sort, and file records of office activities, business transactions, and other activities.
- Complete and mail bills, contracts, policies, invoices, or checks.
- Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems and personal computers.

Personal Assistant

April 2004 – April 2009

St. Joseph Clinic, Philippines

- Answering telephone calls
- Maintaining diaries
- Arranging appointments
- Taking messages
- Organizing meetings
- Using a variety of software packages
- Booking transport and accommodation
- Managing databases
- Implementing and maintaining procedures/administrative systems
- Liaising with staff, suppliers and clients
- Preparing letters, presentations and reports

Sales Assistant

May 2002 – April 2004

St. Drug Store, Philippines

- Greeting customers who enter the shop.
- Be involved in stock control and management.
- Assisting shoppers to find the goods and products they are looking for.
- Being responsible for processing cash and card payments.
- Stocking shelves with merchandise.
- Answering queries from customers.
- Reporting discrepancies and problems to the supervisor.
- Giving advice and guidance on product selection to customers.
- Balancing cash registers with receipts.
- Dealing with customer refunds.
- Keeping the store tidy and clean, this includes hovering and mopping.
- Responsible dealing with customer complaints.
- Working within established guidelines, particularly with brands.
- Attaching price tags to merchandise on the shop floor.

- Responsible for security within the store and being on the lookout for shoplifters and fraudulent credit cards etc.
- Receiving and storing the delivery of large amounts of stock
- Keeping up to date with special promotions and putting up displays.

Factory Worker

April 2000 – March 2002

Hsinchu, Taiwan

- Set up and operate production machinery according to specific standards and protocols of the company
- Ascertain that each machine is properly calibrated at the beginning of each shift so that it provides optimum output
- Look through work orders to determine type and quantity of materials needed for each production batch
- Measure and grade batches of raw materials and feed them into production machinery
- Assemble goods on conveyor belts and report any faults to the supervisor on an immediate basis
- Monitor processes to ensure that they are run properly and ensure that basic quality control and quality assurance tests are performed
- Store goods and raw materials in factory storage areas and warehouses in manners conducive to ensuring their freshness and safety
- Load and unload products to and from delivery vehicles by ensuring their safety
- Prepare cartons and crates for packaging purposes and ensure that items are properly and safely packed into them
- Inspect finished products to ensure that they conform to quality standards and isolate any non-conformed or damaged items
- Communicate problems with machinery and raw and end products to the supervisor
- Perform preventative and regular maintenance on machineries to ensure that their operational life is extended

Assistant Teacher

October 1999 – March 2000

United Methodist, Philippines

- Providing support to children with mathematics, reading and writing on an individual, class or small group basis
- Giving extra help to children with special needs or those for whom English is not their first language
- Helping develop programs of learning activities and to adapt appropriate materials
- Motivating and encouraging pupils
- Assisting with marking and correcting work
- Attending meetings and reviews
- Helping with school events, trips and activities

Student Assistant

June 1996 – October 1999

Adamson University, Philippines

- Answer all incoming calls to the campus operator; direct the calls to the appropriate departments and personnel.

- Give information about enrollment, classes, special events, tuition and directions to campus.
- Constantly keep call-center environment and equipment clean and orderly.
- Perform various clerical duties.
- Assist staff with IRT Administrative Office duties

Sales Lady

March 1994 – September 1995

SM Department Store, Philippines

- Work with customers with the most cheerful and pleasant disposition
- Give answers to customers' questions or concerns related to the product they are charged to sell and demonstrate good knowledge of the product
- Communicate and assist customers in any way possible and as the customers may require
- Deal with customer's complaints professionally and with restraint
- Close as many deals and transactions as possible
- Process or help process payments made by the customer – whether by in cash or credit card
- Bag products for the customers (if there's no other assigned to that)
- Report sales accurately.

EDUCATIONAL BACKGROUND

Bachelor of Science in Office Administration Major in Computer Secretarial Education

Adamson University, Manila, Philippines

(School Year: 1995 - 1999)

Caregiver

Delamar Institute of Technology, Tarlac City, Philippines

(School Year: 2002 - 2003)

PERSONAL INFORMATION

- ▶ **Date of Birth:** 26th February 1977
- ▶ **Gender:** Female
- ▶ **Nationality:** Filipino
- ▶ **Marital Status:** Married
- ▶ **Passport Number:** P0205130B
- ▶ **Visa Status** Husband Visa