

EVELYN P. NAVARRO

SALES ASSOCIATE

CAREER OBJECTIVE

To make optimum use of my ability to work in a challenging position in a professional organization where I can contribute myself in achieving the overall objectives.

EXPERIENCE

SALES ASSOCIATE

Serindipity Solutions / Nestle

Sept 1, 2017 – Jan 31, 2021

SALES ASSOCIATE

Bedaya General Trading / Nestle
Dubai Festival City, Dubai, UAE

July 1, 2016 – Aug 30, 2017

- Identify interested and qualified customers in order to provide them with additional information using lectures, films, charts, and brochures.
- Prepare and alter presentation contents to target specific audiences.
- Assist in cultivating and developing new client relationships through exceptional client care.
- Check the machines regularly to ensure that it will work properly whenever there's demonstration.
- Control the stocks, placing orders, and receiving items.
- Assist and support in opening new boutique / kiosk.
- Accepting payments, ensuring all prices and quantities are accurate and providing a receipt to every customer.
- Balancing the cash register and generating reports for credit and debit sales.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Managing layout plans of store and maintain inventory of products.
- Carry out an initial analysis of machine breakdowns reported by customers to orient them as effectively as possible towards the after sales.
- Inscribe new boutique customers, open their account, present the boutique and club services.
- Participate in team meetings and contribute with new ideas and suggestions to further improve the operations and sales.
- Setting up merchandise on the sales floor.

BEAUTY ADVISOR | SALES ASSISTANT

AMS International / Unilever
Dubai, UAE

Apr 19, 2014 – June 31, 2015

- We approach customers by greeting them.
- We discuss to the customers the entire journey that we have in our activities and encourage them to participate.
- Performs excellent customer service.
- Discuss the mechanics of the games & giving freebies.
- Making activation sales report monthly.
- Explaining the re launch of Unilever products.



CONTACTS



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Old Gargash Al Rigga Dubai,
UAE

SKILLS

Microsoft Office



Good Customer Service



Communication Skills



LANGUAGES

ENGLISH



TAGALOG



EDUCATION

INFORMATION MANAGEMENT

La Consolacion College
Bacolod City, Philippines
2004 – 2008

PERSONAL SKILLS

Good Team Player



Time Management



Fast Learner



Multi Tasking



AIRPORT SERVICE AGENT

March 10, 2010 – Nov 30, 2013

Emirates Airline
Dubai, UAE

- Identify the customers' emotion and anticipate their needs and deliver excellent service.
- Check-in customers using GUI system after checking their ticket, passport, and visa in accordance to the destination entry requirements.
- Identify and respond to customer needs at the boarding gate in a positive and efficient manner in accordance to the EKAS key behavioral performance manner indicators.
- Board customers using GUI system and gate reader and respond to system responses in accordance to the standard operating procedures.
- Performing activities such as system boarding, hand baggage collection, boarding announcement, departure aerobridge and remote as per the standard operating procedures.
- Demonstrate effective communication and service skills when handling challenging situations at the boarding gate and apply the relevant procedures during customer interaction as per PSM.

GUEST SERVICE ASSOCIATE

Oct 2008 – Jan 2010

Sega Republic / Emaar Malls Group
Dubai Mall, Dubai, UAE

- Responsible for greeting the guests, explaining how the swipe card system will operate, the different passport options/packages available, how to use self-service kiosks, the different zones within the facility.
- Explaining the rides in summary and its specific ride restrictions.
- Explaining the ride precautions for the safety of our guest.
- Maximizing revenue through explaining the benefits of promotions such as supercharging cards/ up selling as much as possible.
- Motivating team, training new GSA, and handling complains, resolving team issues and handles additional duties as needed by guests or management.
- Provide excellent customer service and responsible for guest safety at all times.

WAITRESS

Feb 2008 – Aug2008

Pizza Hut – Kuwait Foods Americana
Dubai, UAE

- Maintain highest level of quality, service, and cleanliness in all work assignment.
- Implement proper food preparations according to approved operating standards.
- Responsible for assigned sales transactions and turnovers.
- Perform excellent customer service.
- Handles customer complaints by enhancing better service to satisfy customers.
- Training new staffs / team members according to standard operating procedure.
- Monitor product quality in a 100% recipe adherence

PERSONAL DATA

NATIONALITY : FILIPINO
RELIGION : ROMAN CATHOLIC
AGE : 34
HEIGHT : 152
WEIGHT : 145lbs

QUALIFICATION

- Computer literate - Microsoft Office (Microsoft Word, Microsoft Excel, Microsoft Power Point) & Internet.
- Good customer service
- Professionally self-motivated and have the capabilities to motivate other(s).
- Professionally hard worker. Fast learner and creative.
- Willing to learn and take on new challenges.
- Excellent communication, interpersonal skills, passionate, optimistic & resilient.
- Independent as well as team player flexible and able to work under pressure.
- Thrive in both independent and collaborative work environments. Reliable, effective & honest.
- Modelling

CHARACTER REFERENCE:

Edmund Elvida

Operations Manager
Sega Republic / Dubai Mall
Mobile: +971504547023

Leah Norrie

Supervisor
Pond's AMS International / Unilever

Sioban Mckenna

Manager
Serendipity Events
Mobile: 0585342718

DECLARATION

I hereby declare that the above information is true and correct.

EVELYN P. NAVARRO

Applicant