

JOY COME METRAN

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Career Objective

To work on a challenging job with a reputed organization where my talent and experience can be utilized. Assure personal and organizational growth by being customer centered, target oriented and flexible.

Strength

- Positively energized & quick learning
 - Achievement oriented with excellent communication & interpersonal skills
 - Able to handle work responsibilities given with poise, ease and confidence
 - A good team player with ability to lead a team by example and motivate them to achieve desired objectives.
 - An ambitious & hardworking individual with ability to manage stress, time and people effectively.
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Professional Experiences:-

Kids Facilitator (Part time)

Arts and Crafts, Megamall Sharja

Job's Responsibility:-

- Lead and coordinate interactive entertainment and activities for children at events
- Engage children in variety of games and interactive experiences design to entertain and delight
- Create fun and welcoming atmosphere
- Ensuring the safety and well-being of all participants
- Encourage participation, creativity and positive social interaction among children
- Collaborate with event organizer and fellow staff members to ensure seamless and enjoyable experience for attendees

Cashier/Sales Associates

Junior Couture (Kids and Baby Designer Clothing) E-Commerce

January 22, 2020 – May 03, 2023

Job's Responsibility:-

- Manage transactions with customers using cash register
- Scan items and ensure pricing is accurate
- Collect payments whether in cash or credit
- Handle merchandise returns and exchange
- Resolve customer complaints, guide them and provide relevant information
- Preparing daily online orders picking, packing, and posting
- Ensure high level of customer satisfaction through excellent sales service
- Merchandising and creating appealing product displays

Store In-Charge**Sacoche Wafi Mall, Paris Hilton Handbags and Accessories, Alkhaja Group**

IBN Battuta Mall, Al Ghurair City, Dubai Festival City

August 24, 2017 – September 30, 2019

Job's Responsibility:-

- Responsible for handling all works related in the store such as achieving sales target, merchandising and cashiering
- Conducting monthly inventory and monitoring stocks in and out in the system
- Responsible for dealing customer complaints and resolve outstanding issues
- Preparing staff weekly staff Schedule
- Follow up and controlling daily issues at retail level

Assistant Store Manager**Naturalizer Apparel Group LLC**

Town Center Jumeirah, IBN Battuta Mall, Al Ghurair City

December 2004 – 15 February 2017

Job's Responsibility:-

- Ensuring sales and profit are maximized
- Preparing of reports and balance stock level
- Implement policies and procedures on cash and charge sales, inventory and documentation
- Implement store rules and regulations
- Preparing staff weekly staff Schedule
- Preparing daily/weekly/monthly KPI's staff target
- Market survey/competitor analysis
- Managing customer relations

Computer skills

Microsoft Office (Basic Word, Excel, and PowerPoint).

Educational Background

Quezon City Polytechnic University Philippines

Computer Engineering Technology

Graduate

Personal Information

Nationality	:	Filipino
Date of Birth	:	21 September 1981
Marital status	:	Married
Visa Status	:	Husband Visa
Visa Validity	:	June 09, 2025
Languages	:	Fluent in English

I hereby certify that the above information is true and correct to the best of my knowledge and belief.

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Applicant

