

# JEANSEL GARCIA GALVEZ



jeanselgalvez@gmail.com



+97156-521-1576



Sharjah, UAE



## EXPERIENCE

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### Free lance Promoter

05/2023-Present

- Demonstrate and provide information on promoted product/service.
- Created a positive images and legal consumers to use it.
- Use lectures, films, chart, and/or slide shows.
- Distribute product samples, brochures, flyers etc., to source new sales opportunities.
- Identify interest and consumers needs and requirements.
- Set up booths or promotional stands and stocks products.
- Report on demonstration related information (interest level, question asked number, distributors)

### Product Handle

lovisa Jewelry

### Call Center Agent

- Assist 100+ customers per day, providing successful solutions in a polite manner using active listening to ensure customer retention
- Maintain strong company product and service knowledge to better assist customers with concerns, questions and general education
- Record all customer names and contact information in an orderly fashion by utilizing a spreadsheet and other company software
- Answer calls by utilizing the company's call management system and other software
- Train new employees in data entry, how to converse with customers and new technologies
- Train new team Took inbound and outbound calls for up to 50+ members per day using computer and call center software systems
- Employees in data entry, how to converse with customers and new technologies

### Sales/ Cashier

January 2021 – March 2023

Dubai UAE

GELATO DIVINO

- Greet Customers
- Provide samples
- Scoop ice cream and toppings to fill the customer orders.
- Restock ice cream flavors in display tubs
- Maintain the cleanliness of the shop
- Collected payments from the costumers
- Keep track of inventory and restock shelves as needed.
- Upselling and cross-selling products to customers.
- Keeping the store neat and orderly.
- Operate cash register and process transactions accurately and efficiently.
- Counting cash and change for customers.
- Balancing the cash drawer at the end of the shift.
- Scanning or entering prices of items and verifying prices with customers.
- Bagging purchases and providing customers with a receipt.
- Handle customer inquiries and resolve problems or complaints related to transactions.
- Create eye-catching displays that attract and engage customers.
- Manage inventory and ensure products are displayed correctly and on time.

**Administrative Assistant**

June 2018 – July 2020

Florida Blanca Pampanga, Philippines  
FLORIDA BLANCA TOURISM OFFICE

- Handling office tasks, such as filing, generating reports and presentations, setting up for meetings, and reordering supplies.
- Providing real-time scheduling support by booking appointments and preventing conflicts.
- Making travel arrangements, such as booking flights, cars, and making hotel and restaurant reservations.
- Screening phone calls and routing callers to the appropriate party.
- Using computers to generate reports, transcribe minutes from meetings, create presentations, and conduct research.

**Sales Associate**

January 2016 - December 2016

SM Clark Angeles City Pampanga, Philippines  
UNIQLO

- Consulting with clients to determine their skin type, skincare concerns, and style preferences.
- Recommending products that fit the client's needs, preferences, and budget, and explaining how the products work.
- Responding to customer questions and complaints.
- Making sales, processing returns, and maintaining a balanced cash register.
- Planning and taking part in store events.

**PERSONAL INFOS**

Nationality : Filipino  
Health : Excellent  
Passport : Philippines  
Height and Weight : 165 cm / 63 Kg  
Marital Status : Married  
DOB: March 25 1994

**SKILLS**

Computer Literate (Microsoft Office  
Word Excel, Power Point  
Presentation Designing, Web  
Designing. Expert Customer Service  
Expert

**EDUCATION****College:**

Bachelor of Science in Tourism  
Management University of The East  
Manila, Philippines (2011-2012)

**High School**

St. Augustine Academy of  
Pampanga Florida Blanca  
Pampanga, Philippines (2008-2011)

**LANGUAGES**

English Fluent  
Tagalog Native

I hereby certify that all information given in this data is correct to the best of my  
knowledge, belief and ability.

**JEANSEL GARCIA GALVEZ**