



FREDELYN SUMANDE

Dubai South | +971 58 5394486

sumandefredelyn@gmail.com

OBJECTIVE

Contribute to the success of an organization by fully utilizing my skills and knowledge that will provide growth in increasing level of responsibility affiliate with company where my interest, skills and attitude used to further enhance my qualification and advance.

CAREER PROFILES

- Highly motivated confident and with constructive approach to problem solving, quickly to learn new concept and skills.
- Adoptable, flexible and has the ability to work with pressure, apply methodical approach to provide effective solution.
- Positive attitude towards work and has upbeat personality, smart and responsible.
- Self-starter, sincere and committed person, quick learner. Responsible team player.
- Systematic, focused, dedicated and disciplined, and trust worthy hard working and ability to work under pressure.

WORK EXPERIENCE

Gaisano Grand Group of Companies- Philippines

Sales Assistant – February 2019 to May 2020

- Provide excellent face to face sales and support service to all costumers.
- Provide high level of costumers care and responsiveness.
- Providing good product knowledge and understanding.
- Accurate and efficient handling of all point sales transactions
- Manage stock maintenance, filling shelves and display merchandise.

Al Emad Car & Bus Rental. Dubai-UAE

Rental Agent / Customer Service – September 2015 – December 2018

- Completes rental transactions and agreements for customers following established guidelines and procedures.
- Obtains required authorizations, signatures, imprints, addendum, confirmation numbers, and perform Preferred /Fastbreak, VIP, or other special services as assigned.
- Completes qualification procedures prior to renting vehicles.
- Assuring general queries by telephones and walk-in.
- Communicate with customers via phone, email, mail or personally.
- Sells programs and services to customers in an effort to maximize sales opportunities and meet sales goals set by management.
- Maximizes up-sells and walk-up sales based on vehicle availability, utilizing established sales techniques and dialogues. Programs and services include protection options, refueling program, special promotions, future reservations, upgrades, etc.
- Reviews completed contracts with customers to verify accuracy of information and explains rates and charges.
- Provides customers with completed rental agreements, keys, directions to rental vehicles, maps, and any other assistance required.

- Completes transaction procedures for returned vehicles and verifies accuracy of closing calculations.
- Audits closed contracts to ensure accurate charges for refueling, applicable taxes, etc.
- Adhere to Company Quality Assurance and Uniform Guidelines.
- Solves problems raised by customers using sound judgment within applied empowerment guidelines and company policy.

Unilever Philippines - Sm City Davao, Philippines.

Sales Retail Merchandiser - March 2011 - March 2014

- Working closely with buyers and other merchandisers to plan product ranges.
- Meeting suppliers, distributors and analysts.
- Visiting manufacturers, stores and suppliers.
- Negotiating prices, quantities and delivery time-scales.
- Supervising and training junior staff.
- Managing levels and distribution of stock.
- Handling supply/production problems as they arise.
- Setting stock promotions/price reductions as appropriate.
- Promoting best-selling items in order to maximize profits.

ACADEMIC QUALIFICATION

College : Philippine Women's College
 Course : Bachelor of Science in Tourism Management
 High School : 2004-2006 Talomo National High School
 Computer Skill : Microsoft Office

PERSONAL DETAILS

Date of Birth : November 20, 1990
 Gender : Female
 Nationality : Filipino
 Marital Status : Single
 Languages Known: English and Tagalog
 Religion : Christian

PASSPORT DETAILS

Passport no : P7766446A
 Passport Issue Date: 02/07/2018
 Passport Expiry Date: 01/07/2028
 Place of Issue : PCG Dubai
 Visa Status : Visit Visa

DECLARATION

In view of the above particulars I declare all information given are true to the best of my knowledge and belief. Kindly consider my application for favorable action and give me an opportunity to work under your company. I assure you that I will perform my duties honestly to the entire satisfaction of all concerned.

FREDELYN C. SUMANDE