



Honey Lou C. Eslao

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Address

Al Nahda, Sharjah. U.A.E

Visa Status

Husband Visa

Nationality

Filipino

Age

43 years old

Education

Graduate of Bachelor of
Science in Business

Administration Major in
Marketing

School Name

Aquinas University of Legazpi
June 2016- April 2001

Online Training with Certificate

- Digital Marketing
- Creating a Positive Customer Experience
- The Language of Sale
- Stocking
- Selling Strategies and Interacting with Customers

Resume Objective

A result-oriented and ambitious person with expertise in a variety of customer service-focused settings. I'm able to multitask and have effective communication skills. Very detail oriented, and organized. Highly skilled in providing information regarding the products and services of the company.

Work Experience

Retail Shop Assistant (temporary)

August 1,2004 – September 7, 2024 (1 month and 1 week)

Stitches Uniform (Uniform Top Manufacturer and Supplier) (Dubai, United Arab Emirates)

- Assist and help the customer in finding uniform by size and age.
- Explain the alteration and customize service to the customer.
- Processing customer orders and payments through cash and card using POS system.
- Arranging and labelling goods in the display shelves.
- Addressing customer complaints and enquiries in a timely manner.
- Maintain all stocks and inventory to ensure items are placed back correct location.

Owner/Manager

March 2016 – June 2024 (8 Years)

Honrich Mini Grocery Store – Philippines

- Processing customer orders and payments.
- Supervising the stocks to assure it is full and check for any damages and expiration.
- Manage and assist in store displays and ensuring that products are accurately labelled.
- Ordering out-of-stock products and doing physical inventory.

Customer Service Representative on Wedding Dress

April 2015 - February 2016 (10 Months)

Rahmanian Fashion – Sharjah, United Arab Emirates

- Assist and recommend the customer in finding suited gown for them.
- Processing customer orders and payments.
- Explain services provided by the alterations department to the customer and how alterations can play an important role in enhancing the dress for the event, as needed.
- Doing daily and quarterly Sales Report using Microsoft Office
- Doing physical inventory.

Owner/Manager

August 2008 to February 2015 (7 Years)

Honrich Mini Grocery Store – Philippines

Cashier

January 2007 - July 2008 (1 Year 6 Months)

Western Marketing Corporation- Philippines

(Kitchen and Electronic Appliances)

- Operate cash register and receives payment from customer, cash, credit card, automatic debits and check using POS system.
- Keep periodic balance sheets of amounts and numbers of transactions.
- Communicate all merchandise needs or issues to appropriate supervisors.
- Processed merchandise returns and exchanges.
- Helps in resolving customer complaints in a manner consistent with company policy and with customer satisfaction in mind.

Shop Assistant

February 2004- December 2006 (2 Years and 10 months)

Honrich Mini Grocery Store – Philippine

- Processing customer orders and payments.
- Ensuring the store is clean, safe and in order.
- Stocking and replacing products to avoid any damages.
- Keeping shelves fully with fresh products.
- Preparing store displays and ensuring that products are accurately labelled.
- Ordering out-of-stock products and doing physical inventory.

Cashier

September 2003 - December 2003 (3 Months) (Part Time Basis)

Shoe Mart -Philippines

(Retail Company)

- Ensure each customer receives outstanding service.
- Maintain awareness of all promotions and advertisements.
- Operate cash register and receives payment from customer in cash, credit card, automatic debits and check using POS system.
- Maintain orderly appearance of register area and supplies stocked.
- Perform other tasks as assigned from time to time by store management.

Sales Clerk

September 2002 - March 2003 (6 Months)

National Bookstore- Philippines

- Asking customers about their needs and helping them in making purchases.
- Escorting customers to the appropriate aisle or shelf in order to assist with purchasing decision.
- Maintain orderly appearance of the merchandise.