



ERIK ANGELO EJERCITO

☎ +971 50 941 8297 ✉ ejercitoerik@yahoo.com
📍 Muraqqabat Diera, Dubai

PROFILE

I am a very motivated and result driven person with a proven track record of sales targets and people management skills. I enjoy working to exceed targets and business objectives whilst maintaining a vibrant customer experience with colleagues or on my own. I am fast learner and enjoy taking opportunities to upskill myself whilst on the job, as proven by the diversity of verticals and product categories I have worked on. Serving customers thrills me and I am very committed to provide the best-in class customer service.

PERSONAL INFO

Date of Birth: 07-02-1984

Nationality: Filipino

Marital Status: Married

Languages: English, Tagalog

Visa Status: Residence

SKILLS

Excellent Oral and Written

Communication

Customer Service

Stock Inventory

Bookkeeping

Retail Sales and Marketing

Office Administration

Microsoft Office: Word / Navision
system

EDUCATION

Bachelor of Science in

Mechanical Engineering

WORK EXPERIENCE

➤ LUXURY CARTEL FIVE PALM JUMEIRAH HOTEL SALES ASSOCIATE JUNE 2022 - MAY 2024

- Ensure that each client receives outstanding customer service by providing a friendly environment which includes greeting and acknowledging every customer.
- Drive sales, monitor performance and identify commercial opportunities and make recommendation to meet and exceed sales target
- Cultivate a culture of excellent customer service, resolve customer complaints effectively.
- Arranging and labelling goods in the display shelves products that suits their needs and preferences.
- Improving engagement with merchandise and providing outstanding customer service.
- Analyses sales figures, customers reactions and market trends to anticipate product needs and plan product ranges/stock.
- Addressing customer concerns and inquiries as well as resolving customer complaints.

➤ COACH DUBAI MALL AL TAYER INSIGNIA L.L.C SHOP ASSISTANT APRIL 2020- APRIL 2022

- Greets and receives customers in a welcoming manner.
- Serves customers by helping them select products.
- Drives sales through engagement of customers, suggestive selling, and sharing product knowledge.
- Responds to customers' questions.
- Provides outstanding customer service.
- Processing customer payments at the checkout point/till.
- Arranging and labeling goods in the display shelves.
- Assists with inventory, including receiving and stocking merchandise.
- Keeps clientele informed by notifying them of preferred customer sales

➤ JACK N JONES SAHPAD TRADING L.L.C (DUBAI UAE) ASSISTANT MANAGER JUNE 2015 - MARCH 2020 SALES ASSOCIATE JUNE 2009 - MAY 2015

- Responsible for leading a team and selling products and service to customers. In charge of ensuring that store meets its sales targets and operational goals, all whilst adhering to the company's policies and procedures.
- Supporting customers and other members of the team with sales advice and product support.
- Greet incoming customers, answer inquiries and offer products that suit their needs and preferences.
- Maintain up-to-date knowledge of store product lines, pricing, promotions and current inventory.
- Monitors all the daily sales and submit accurate financial reports to the management.
- Ensure accurate and timely reconciliation of tills, float and credit cards slip and ensure all recorded and secure.
- Assisted the store manager in daily operation of the store (occasionally assuming store responsibility in his absence).