

Curriculum Vitae



DIANNE KRISTINE R. AMIZOLA

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Profile:

- ❖ Sales Associate and beauty consultant with 4+ years of experience in retail environment
- ❖ Sales and management with 2+ years' experience in retail sales environment
- ❖ Experienced Receptionist and Administrative assistant
- ❖ Highly motivated self-starter who takes initiative with minimal supervision
- ❖ Recognize for ability to communicate with clients and provides exceptional service

Expertise:

Retail management

Customer service

Office administration

Attention to detail

Teamwork

Beauty skin advisor/Basic Make up

Multitasking

Self-motivation

Leadership

PERSONAL VITAE

Date of Birth

: August 5, 1985

Place of Birth

: Manila

Status

: Married

Citizenship

: Filipino

Visa Status

: **Residence Visa (Husband Sponsorship)**

Educational Attainment

Bachelor of Science in Nursing
EMILIO AGUINALDO COLLEGE
San Marcelino St. Ermita Mla. PH
SY 2008-2010

Bachelor of Science in Nursing
Manila Doctors College
United Nations Avenue Manila PH
SY 2002 – 2004

Career History and Key Achievements

Skin Care Promoter (Feb 2020 - Carrefour Al Ghurair Branch



- ❖ Communicate with clients about concerns and desired results
- ❖ Identify skin issues, determine treatment plans and present options to clients
- ❖ Demonstrate proper techniques for cleaning and caring for skin and recommend skincare regimens based on client needs
- ❖ Recommend product which suite to the customer based on their skin type

Sales Associate & Beauty Consultant (Feb 2016 - Aug 2019) Al-Ghurair Group of Companies (The Face Shop) Al-Ghurair Center Tower Deira UAE



- ❖ Inquire about customer`s interest and motivate their interest by offering product demonstration.
- ❖ Stocked and replenished merchandise according to store merchandising lay outs
- ❖ Provide a friendly, efficient and courteous service to customers at all times providing a high standard of customer care
- ❖ Cashiering and receiving stocks
- ❖ Making product recommendation according to their skin analyzing report
- ❖ Meeting sales target
- ❖ Maintain store's cleanliness and health and safety measures.
- ❖ Product knowledge
- ❖ Maintain inventory and ensure items are in stock. Weekly and monthly product consolidation
- ❖ Prepare and organize sales reports on daily and monthly basis
- ❖ Basic make up tutorial

Receptionist cum Secretary (Mar 2014 Sept 2014) High Villas Contracting Company Sarah Building Al Garhoud Dubai UAE



- ❖ Manage equipment and stationary things
- ❖ Prepare and organize reports
- ❖ Arrange appointments with other company
- ❖ Maintain and implement office system
- ❖ Handle incoming nad outgoing post
- ❖ Coordinate information externally and internally
- ❖ Compile, Store and manage imposrtant documents
- ❖ Handle another related assigned task
- ❖ Arrange and confirm appointments
- ❖ In charge of office expenses
- ❖ Take the minutes of meeting
- ❖ Handle incoming mail and material
- ❖ Answer telephone and transfer or take messages, handle in/out faxing, mails or letter
- ❖ Report directly to General Manager

Store Supervisor (February 2012 - February 2014) Bench Suyen Corporation (The Face shop) Bench Tower Global City Taguig, Philippines



- ❖ Manage retail staff, including cashiers and people working on the floor.
- ❖ Meet financial objectives by preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
- ❖ Formulate pricing policies. Ensure pricing is correct.
- ❖ Attend trade shows to identify new products and services. Work on store displays.
- ❖ Coach, counsel, recruit, train, and discipline employees.
- ❖ Evaluate on-the-job performance.

- ❖ Identify current and future trends that appeal to consumers.
- ❖ Ensure merchandise is clean and ready to be displayed.
- ❖ Maintain inventory and ensure items are in stock.
- ❖ Analyze operating and financial statements for profitability ratios.
- ❖ Ensure promotions are accurate and merchandised to the company's standards.
- ❖ Utilize information technology to record sales figures, for data analysis and forward planning.
- ❖ Ensure standards for quality, customer service and health and safety are met.
- ❖ Monitor local competitors.
- ❖ Ensure hours of operation are in compliance with local laws.
- ❖ Maintain store's cleanliness and health and safety measures.
- ❖ Organize and distribute staff schedules.
- ❖ Preside over staff meetings.
- ❖ Help retail sales staff achieve sales targets.
- ❖ Manage different departments within the store.
- ❖ Handle customer questions, complaints and issues.

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- ❖ Promote the product
- ❖ Greet the customer
- ❖ Assist the costumers on their needs
- ❖ Do the daily inventory and report
- ❖ Fix and clean the assigned area of products
- ❖ Check inventory and replenish products
- ❖ Check inventory listing and report any discrepancies to supervisor

Key Achievements & Certificate:

- ❖ **Dubai Service Excellence Scheme (DSES) Certificate award for achieving 97% excellent performance**
- ❖ **Dubai Service Excellence Scheme (DSES) Certificate award for achieving 93% excellent performance**
- ❖ **Al-Ghurair Product Test Certificate award for achieving the highest score June 2016**
- ❖ **Al-Ghurair Product Test Certificate award for achieving the highest score July 2016**
- ❖ **Al-Ghurair Product Test Certificate award for achieving the highest score Aug-Sept 2016**
- ❖ **Al-Ghurair Product Test Certificate award for achieving the highest score October 2016**
- ❖ **Al-Ghurair Product Test Certificate award for achieving the highest score Jan-Feb 2017**
- ❖ **Al-Ghurair Product Test Certificate award for achieving the highest score Mar-Apr 2017**
- ❖ **Al-Ghurair Product Test Certificate award for achieving the highest score Jul-Aug 2017**
- ❖ **Al-Ghurair Product Test Certificate award for achieving the highest score Sept 2017**
- ❖ **Al-Ghurair Product Test Certificate award for achieving the highest score Apr-June 2018**
- ❖ **Al-Ghurair Product Test Certificate award for achieving the highest score Apr-June 2019**
- ❖ **Certificate of Completion "Al-Ghurair Retail customer Service Excellence Training Program"**