

**MAESY TRISH STO TOMAS**

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**Objectives:**

Highly engaged sales representative in the retail industry with 5 years experience at high volume of passengers in the airport. Detail oriented and resourceful in completing the task. Seeking to increase sales and customer loyalty in the future business.

**Qualification Summary:**

- Working in fast paced environments
- Confident in interacting with individuals in all levels
- Performs excellently under work pressure and multi- task effectively
- Keep one's self updated about the latest promotions and company events

**Education:**

**Bachelor of Science in Hotel & Restaurant Management**

College of the Holy Spirit Manila, Philippines

163 E. Mendiola, Manila

Graduated March 2012

**Computer Proficiency:**

**Literate in:** Microsoft Outlook, MS Office, WPS Office, Microsoft Dynamics CRM, Adobe Photo shop, Remote Access/ TeamViewer.

**Windows:** Windows 2003, Windows 10

**Professional Experience:**

**BMB (Baklawa Made Better Foodstuff Trading LLC)**

**Customer Service/Sales Coordinator**

Dubai Investment Park 1 Jebel Ali, Dubai

September 29, 2020 – Present

- ◆ Attend to emails every day and give priority for New Customer Complain and follow up with the customer issue has been raised
- ◆ Forward emails that are designated to that specific department (Quotations, Purchase Orders)
- ◆ Each product inquiry must be forwarded to the concern person
- ◆ Check from the dispatch team if the items received for us to create document
- ◆ Using APPLITE software (EPICOR) needed for the code to input it on excel file. Same software use while creating Sales Order and Purchase Order.
- ◆ CS should forward to the designated SALES COORDINATOR for a concern department if there is a complain received from the supplier
- ◆ Online and Phone Inquiry follow up for the clients who is having issue for the delivery.
- ◆ For the customer returns, if customer doesn't want FOC as we don't provide cash, we gave them credit note for their next purchase of our items with the approval of the Manager.

## **Dubai Duty Free**

### **Sales Assistant**

Umm Ramool, Dubai

July 7, 2015 – September 30, 2020

- ◆ Ensure that the daily sales target of the company is achieved by following World Class customer service standards
- ◆ Maintaining outstanding Visual Merchandising standard by following merchandising planograms in display items
- ◆ Receive deliveries of stocks and follow proper shelving procedure for back-up storage
- ◆ Maintain orderliness and cleanliness of the Shop floor by doing regular area checks and following the cleaning schedule
- ◆ Keep updated about the latest product releases and information, on-going promotions, and company events.
- ◆ Participating in Product Training activities, on-the-job coaching sessions.
- ◆ Consistently follow Shop floor Rules and Regulations and adhere to operational policies and guidelines.

## **Prologix LLC, Dubai**

### **Sales Coordinator**

Swiss Tower Cluster Y JLT, Dubai

July 2013 - February 2015

- ◆ Marketing online chat support
- ◆ Maintain Microsoft Dynamics CRM software package for customer relationship management that focuses mainly on Sales, marketing, and Service (help desk) sectors.
- ◆ Using Focus Software System that analyze and interpret financial aspects like inventory control that provide stock movements and warehouse wise and consolidated stock reports.
- ◆ Create Sales and purchase orders
- ◆ Maintain banks by currency. Cash- Flow calendar. Daily/Monthly Cash Book. Alerts on cash going negative.
- ◆ Participates in the events such as Intersec Exhibition for Security and Safety Awareness.
- ◆ Schedules and arrange meetings and conferences for professional(s) and/or management staff notifies interested parties; makes travel reservations as needed.
- ◆ Maintains confidentiality of documents, and updates regularly.

## **Pretiolas Philippines Incorporated, Philippines**

### **Executive Assistant**

January 2012- May 2013

- ◆ Provide administrative organization and scheduling structure and support.
- ◆ Prepare a variety of complex of reports, including attending meetings to gather information conducting Internet and other research, writing first drafts, and Producing Computer graphics.
- ◆ Create and maintain a system for organizing and storing both Electronic and hard copy for the information of records and implement record retention policies and procedures.
- ◆ Coordinate an organize meetings, including notification to prospective attend, set-up and post-meeting correspondence, meeting minutes and records, and any required follow up.
- ◆ Receive and screen communication to the supervisor including telephone calls, mail and email messages, and provide assistance using independent judgment to determine those requiring priority attentions; research and respond to communications as appropriate.
- ◆ Follow up on assignments given to the management staff and provide status reports to supervisor.
- ◆ Monitor work sites to ensure compliance with established methods, guidelines, standards, and procedure.

**SM Development Corporation, Philippines**  
**Property Specialist**

August 2010- January 2012

- ◆ Promote sales and properties through advertisement, open houses and participation in multiple listing services.
- ◆ Interview clients to determine what kinds of properties they are seeking.
- ◆ Present purchase offers to sellers for consideration.
- ◆ Act as an intermediary in negotiations between buyers and sellers, generally representing one or the other
- ◆ Compare a property with similar properties that have recently sold to determine its competitive market price
- ◆ Advise clients on market conditions, prices, mortgages legal requirements and related matters. Answer client's questions regarding construction work, financing, maintenance, repairs and appraisal.
- ◆ Accompany buyers during visits while doing inspection of the property, advising them on the sustainability on how they value their homes.
- ◆ Preparing documents such as representation contracts, purchase agreements, closing statements, deeds, and leases.

**SWENSENS, Philippines**  
**Customer Service Representative**  
February 2009 - July 2010

- ◆ Supervises and coordinate the activities of dining personnel to provide fast courteous service to patrons.
- ◆ Schedule dining reservations and arrange parties or special services for diners.
- ◆ Ensure the clothes are appropriate to workplace as to make a good impression to the guest.
- ◆ Greet guest and escorts them to tables and provide a menu.
- ◆ Ensure customer satisfaction by promoting excellent service; and respond immediately to customer complaints and handle professionally.
- ◆ Inspects dining room serving stations for neatness and cleanliness, and requisition table linens and other dining rooms supplies for tables and serving stations. Make sure entry doors are clean and free of debris. Maintain quality control
- ◆ Greet the guest after dining and ensure that they had enjoy their food.

**Clawdaddy American Crabhouse, Philippines**  
**Cashier/Waitress/Hostess**

November 2007- January 2009

- ◆ Maintain adequate change denominations in the cash drawer and request additional change
- ◆ Calculate and return change when required by the payment method
- ◆ Maintain clean and tidy checkout areas
- ◆ Track transactions on balance sheets and report any discrepancies
- ◆ Welcomes customers when they arrive inside.
- ◆ Introduces customer to the menu and announces daily or seasonal menu specials
- ◆ Answer questions about menu items, ingredients, and pricing.
- ◆ Takes customers' orders for food and drink by writing them on a ticket, and confirm the guest if correct
- ◆ Maintains familiarity with menu items, specialty, and restaurant information.