



Jo-Ann. R. Catarroja

Hardworking, self-motivated wants to attain a position that will enable me to use my more than 15 Years' Experience and strong communication, organizational, marketing and leadership skills, customer service background, and my ability to work well with others.



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Jumeirah Village Triangle Dubai UAE

WORKING EXPERIENCE

Expo - UAE, DUBAI Oct 2021 to March 31
Country Management Coordinator

Responsibilities:

- Support the Country Managers under their Directors supervision to support, provide and eventually substitute IP when needed in the management and operation of their participation, and their pavilions.
- Responsible to deal with VIP guests and Sheikh Visit.
- Welcoming visitors to the IP pavilions, also supporting the organization of official visits when requested.
- Provide customer service through way finding and directional assistance to other facilities and locations.
- Ensure compliance to all safety regulations and Expo 2020 policies and ensure emergency and incident procedures are carried out safely and proficiently.
- Perform other duties as assigned or any other duties as may be reasonably requested by the IP team.
- Play a pivotal role in supporting International Participants to deliver Visitor Services operations and support the IP Expo team offering exceptional service to IP and visitors by assisting them in a friendly, efficient, courteous, professional and safe manner.

GLOBAL ARC - UAE, DUBAI Sept 2021.
Tele sales Executive (VLCC Service)

Responsibilities:

- Calling existing and potential customers to persuade them to purchase company products and services.
- Accurately recording details of customers' purchase orders.
- Processing all customer purchases accordingly.
- Generating promising leads for the outside sales team to pursue.
- Managing customer accounts by ensuring that existing customers remain satisfied with company products and services.
- Developing and sustaining solid relationships with customers to encourage repeat business.
- Using sales scripts proffered by the company to drive sales and respond to customer rejections. .

SKILLS

Positive Attitude.

Interpersonal Skills.

Excellent Communication

Attention To Details

Team Work

Time Management.

Active Listening Skills.

Building Customer Loyalty.

Summary of Qualifications

- Over Eight years strong knowledge experience in sales/supervising and merchandising
- Excellent in Visual Merchandising.
- Ability to meet and exceed performance target and sales objectives.
- Having good knowledge in Retail sectors of the fashion industry.
- Implemented training course for new recruits Strong training, mentoring, coaching and supervisory experience.
- Deep knowledge of telephone systems.
- Excellent communication Skills
- Flexible and exceptional ability to work with other people as a team.
- Detailed knowledge of techniques, principles, and objectives of sales, marketing and supervision.
- Ability to replenish stocks
- Giving quality customer service as for the standard of Dubai Service Excellence Scheme accreditation (DSES).
- Identifies and initiates opportunities for add on sales and potential repeat sales.
- Very much proficient in Making Cash Collection report, Daily Sales Report, and Daily summary reports and maintains outgoing and incoming flow of stock from branches and Warehouse through documentation.

GUEST AMBASSADOR, January 2016 September 2019
BURJ KHALIFA AT THE TOP BY EMAAR (TALLEST BUILDING IN THE WORLD)

Responsibilities:

- Generating an unforgettable customer experience and provides guests with Above-and-beyond service to ensure their experience will be worth remembering.
- Greet & Welcome the visitor with smile.
- Supervision skills on duty and allowing the visitor to wait aside in the event of a late client.
- Ensure smooth operation for the Check the ticket time and date.
- Ensure the entry is clear of crowd at all times.
- Notifies guests on the safety protocols for smooth flow of visitors.
- Informs guests about Value added products and services.

CUSTOMER REPRESENTATIVE, November 2013 to January 2016
Q EXPRESS Powered by Souq.com

Responsibilities:

- Answers incoming calls from customers to take orders, answer inquiries and questions, handle complaints, troubleshoot problems and provide information.
- provide customers with product and service information
- enter new customer information into system
- identify and escalate priority issues
- route calls to appropriate resource
- follow up customer calls where necessary
- knowledge of customer service principles and practices
- knowledge of call center telephony and technology

SALES STAFF, April 2012 to October 2013
PRIMORROSO TRADING LLC

Responsibilities:

- Communicating with customers and welcoming clients
- Assisting customers in selecting and locating the right product, ensuring that the client is satisfied as they complete the transaction.
- Maintaining customer contacts
- Assist in cleaning and maintenance of the store.
- Evaluate existing Thrift Store layout, suggest & implement improvements.
- Maintain shelf organization & stocking.
- Assist in the training of store staff and volunteers

SALES SUPERVISOR/SALES ASSOCIATE, June 2006 January 2011

Bossini Dubai United Arab Emirates

Lal's Group Int'l. LTD., FZC

Responsibilities:

- Supervising the daily activities of assigned sales store to meet and exceed yearly sub team goal.
- Trained new inside sales representatives.
- Preparing all required reports related to sales, marketing feedback, sales campaign and team territory management activities.
- Responsible for performing extra tasks as assigned by team management.
- Supervised and trained sales staff
- Maintained expert knowledge of all content and products delivery systems.
- Analyzed and interpreted team sales data to enhance and forecast sales representative productivity.

Education

Bachelors in Business Management Degree in Management

Polytechnic University of the Philippines

Awards & Achievements

- **Best Team Player 2017 & 2018**
At the Top. BurJ Khalifa (Tallest Building In The World)
- **Best Employee Of The Year 2008**
Lal's Group Int'l. LTD., FZC
- **Best Store Of The Year**
Bossini Oasis Centre
- **Best Store Of The Month**
Bossini Al- Ghurair Centre
- **Twice Graded As 99% On Mystery Shoppers**
Dept. of Economic Development
- **Dubai Service Excellence Scheme Accredited**
Dept. of Economic Development

REFERENCE

Will be available upon Demand