



# AILYN EJERCITO

## SENIOR SALES ASSOCIATE

### PROFILE

Experienced Customer Service, Office Administration and Senior Sales Associate with more than 10 years experience in productivity, efficiency, and service quality across various environments. Outgoing sales professional with track record of driving increased sales, improving buying experience and elevating company profile with target market

### CONTACT

Mobile: (+971) 58 299 1288

Email: ailyncarcallas@gmail.com

Address: Muraqabat, Dubai

### PERSONAL INFO

Date of Birth: 28-09-1987

Nationality: Filipino

Marital Status: Married

Visa Status: Freelancer

Languages: English, Tagalog

### SKILLS

Excellent Oral and Written Communication

Customer Service

Stock Inventory

Bookkeeping

Retail Sales and Marketing

Office Administration

Microsoft Office: Word / Navision system

### WORK EXPERIENCE

#### RETAIL SALES ASSOCIATE CUM CASHIER - EXPO2020 (EVENT LAB)

Dubai | October 2021 - March 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 labelling goods in the display shelves.
- Assists with inventory, including receiving and stocking merchandise.
- Keeps clientele informed by notifying them of preferred customer sales and future merchandise of potential interest.

#### SENIOR SALES ASSOCIATE - NEST HOME LIVING (LUXURY HOME DECOR)

Galleria Mall | May 2015 - August 2021

- Greet incoming customers, answer inquiries and offer products that suits their needs and preferences.
- Maintain up-to-date knowledge of store product lines, pricing, promotions and current inventory.
- Maintaining files and records so they remain updated and easily accessible.
- Sorting and distributing incoming mail and prepare outgoing mail.
- Achieve and exceed goals through sales strategies, clienteling and sourcing new customers.
- Answering the phone to take messages or redirecting calls to appropriate colleagues.
- Perform other duties such as opening and closing cash register, accept payment through cash, (wingold software) refunds, credit/debit cards, manage stock inventory and stock acquisition.

## EDUCATION

Bachelor of Science in Nursing  
Mindanao Medical Foundation College  
(2004 - 2008)

## SALES ASSOCIATE - LAURA ASHLEY HOME

Dubail Mall | Apr 1 2011- Apr 7 2015

- Greet and acknowledge every customer, offering assistance in product selection understanding their requirements.
- Offer and sell home furniture's, soft furnishing, decors, kid's accessories, lighting's, bedding's, fabric & curtains accessories.
- Use strong consultative sales skills, and interpersonal skills, attention to detail, strong follow up skills and motivation to close the sale.
- Process purchase items using POS machine & make sales quotation and sales order through the Navision system.
- Handle incoming emails, phone inquiries & make scheduled callbacks to the customer whenever necessary.
- Perform other duties such as reconciliation of tills, float and credit cards slip, reports and documents are recorded and secure.

## CLINIC ATTENDANT / RECEPTIONIST - MEGA BEAUTY CENTER

General Santos, Philippines | Nov 2009 - Nov 2010

- Perform administrative task such as answering phones, scheduling appointments, billing, product inventory and bookkeeping.
- Maintain an accurate and organized customer database.
- Promote and upsell beauty products to customer offering product that suits their needs.
- Assist the Doctor's in all the procedure and follow up patients check up.
- Maintain hygiene and cleanliness in all aspects, following established guidelines and health and safety protocols.