

# Roxanne Lopez Ruiz



## PROFESSIONAL SUMMARY

Professional Sales Executive with 13 years of experience attending to the needs of customers and converting prospects to increase sales. Accomplished by emphasizing service features and benefits, quoting prices, discussing credit terms, preparing sales order forms and developing reports. Expert in overcoming objections from prospective customers to maximize sales opportunities.

## WORK HISTORY

### Sales Executive

Aug. 2013 - July 2020

#### Chalhoub Group, Allied Enterprises. LLC - Dubai, UAE

- Allied Enterprises LLC Tanagra GIFTS OWN CONCEPT, Mall of The emirates (multi brand store) Christofle Dubai mall main brand, BACCARAT, BERNARDAUD, VERSACE, LLADRO, DAUM.

#### MAIN DUTIES AND RESPONSIBILITIES

- Provide excellent guest experience with the ability to develop meaningful and loyal client relationship.
- Ensures that the highest standards of guest service are consistently maintained.
- Brand ambassador, communicating features and benefits of merchandise beyond the basics, current fashion trends, and suggestive selling techniques, to appeal to the guest needs, and ultimately generate sales.
- Managing basic store operation: processing shipment / transfer in a timely manner, merchandising goods on sales floor, maintaining perfect visual standards.
- Administration and Internal Control: -Ensures that all daily, weekly and monthly section related to paperwork is accurately completed, including daily sales reports, commission report and stock on hand reports.
- Inventory: -Ensures that the inventory is well managed by the merchandiser and heading towards the desired figures to generate the expected sales.
- Administration and Internal Control: -Ensures that all daily, weekly and monthly section related to paperwork is accurately completed, including daily sales reports, commission report and stock on hand reports.

### Sales Associate

2011 – 2013

#### Galleries Lafayette, French Department Store - Dubai, UAE

#### MAIN DUTIES AND RESPONSIBILITIES

- Operated cash register to process cash, cheque and credit card transactions.
- Provide excellent customer service.

## CONTACT

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## SKILLS

- Excellent customer service
- Communication Skill Oral and Written
- Building Effective Relationship
- Superb time management
- Clienteling
- E-commerce and Retailing
- Luxury life style product expertise
- Organizational Skills
- Results-oriented
- Achieving KPI's and line target
- Telephone Skills
- Proficient in MS OFFICE, EXCEL, POWERPOINT

## ADDITIONAL INFORMATION

- Visa Status: Employment Visa
- UAE Driver's License holder

- Promotes products to prospective customers.
- Operated cash register to process cash, cheque and credit card transactions.

## **Cashier**

2010 – 2011

### **Galleries Lafayette, French Department Store - Dubai, UAE**

#### **MAIN DUTIES AND RESPONSIBILITIES**

- Operated cash register with proficiency during high-volume shopping times.
- Counted cash in register drawer at beginning and end of shift.
- Bagged, boxed or wrapped goods and product purchases.
- Performed cash, cheque, credit and debit payments accurately and efficiently.
- Cleaned and straightened work area.
- Maintained gift certificate documentation for financial records.
- Helped customers complete purchases, locate items and join reward programs to promote loyalty, satisfaction and sales numbers.

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## **EDUCATION**

**BACHELOR OF SCIENCE: BUSINESS ADMINISTRATION** major in  
MARKETING MANAGEMENT, 2008  
PHILIPPINES SCHOOL OF BUSINESS – Manila

## **TRAININGS**

- **Digital Marketing**, Sept. 2020  
Filipino Institute
- **Communication Skills**, Sept. 2020  
Filipino Institute
- **IELTS**, Sept. 2020  
Filipino Institute
- **Hybrid Retail Training**, Nov. 2019  
E-Commerce / Brick and Mortar
- **Visual Merchandising Training**, Feb. 2015  
Chalhoub Retail Academy
- **NVQ Level 2: Retail skills**, Jan. 2015  
EDEXCEL - Chalhoub Retail Academy
- **Luxury Lifestyle Training**, Aug. 2013  
Chalhoub Retail Academy