



MICHELLE ANN P. TUMANGUIL

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QUALIFICATIONS: With 8 years' experience in retail industry. Qualitative aptitude and experience managing budgets. Leadership and Decision making ability. Excellent time management and organizational skills. Analytical mindset and problem solving.

DEPENDENTS: Husband and 2 children

EXPERIENCES:

March 15, 2014 to February 28, 2021- SUYEN CORPORATION

STORE GROUP MANAGER- Rubi and Typo in Ph.

May 1, 2019- February 28, 2021

Handling Rubi and Typo stores in Philippines. 2 stores of Rubi and 7 stores of typo.

Training and disciplining store managers

Ensuring operational efficiency in each store.

Ensuring the marketing and visual instructions is consistent across each store.

Setting sales target for weekly and monthly goal.

Ensuring that the store under the supervision adhere to company and brand regulations.

Ensuring that all stores meet safety and cleanliness standard.

Addressing operational problems that arise

Ensuring that customer service levels are consistent across stores.

Making recommendations to senior management.

RUBI SHOES STORE / ASSISTANT BOUTIQUE MANAGER
APRIL 01, 2016- April 30, 2019
STORE SUPERVISOR
March 15, 2014- March 30, 2016

Oversee the store sales team and other staff members.
Supervising employees, delegating tasks, evaluating employee performance, managing staff problems, and designing work schedule.
Maintain knowledge of all products available in the store
Ensure promotions are accurate and merchandized to the company's standards.
Preparing sales target by analyzing daily and weekly goals.
Ensure standards for quality, customer service and health and safety are met.
Execute marketing and visual instructions.
Handle customer questions, complaints and issues.
Responsible in all operational issues, needs and support.

March 1, 2013- January 24, 2014- SM HYPERMARKET

CUSTOMER ASSISTANT

Received cash/ check payment and issue receipt; conduct cross selling, as necessary.
Conduct cash and inventory count, and reconcile with records of counter supplies and product inventory movements.
Replenish cash fund from treasury and prepare reports for treasury.

September 21, 2012- February 20, 2013 / LANDMARK -CITYSUPER INCORPORATED

COUNTER CHECKER

Responsible to take care every transaction cards documents who pay the customer to their purchase.
Responsible to put the customer sold item to case and to ensure the exact number of items from receipt to actual items.
Assist customers to selling area if they need some help to find what they need.

August 1, 2011- July 15, 2012 / BHF CORPORATION (APPLIANCE)

CASHIER

Helped customer's complete purchase, locate items and offer promotions to promote loyalty, satisfaction and sales numbers.
Processed POS transactions, including checks, cash, credit purchases and refund
Prepare deposit transaction from sales.
Reconcile transaction every end of day.

August 15, 2010- April 21, 2011- S AND F FINANCE CORPORATION

CASHIER/ LOAN PROCESSOR

Receive payment from customers by cash, check, credit cards, vouchers, or automatic debits and issue receipts in all transactions.
Collect payment from collectors and reconcile payment collection vs. receipt.
Prepare and check all loan files and submit to the signatories for approval.
Ensure that all documents and signatures are in order prior to submission.
Safe keep all customer collaterals, cheques cash collections.

Prepare and maintain all paperwork for existing and new loans, including loan disclosures.

AWARD:

LOYALTY AWARD 2019

Suyen Corporation

- Recognized due to 5 years' service in the company with a good performance contributed.

BOUTIQUE MANAGER OF THE YEAR 2018

Suyen Corporation

- Received the award due to monthly sales growth and became a cluster manager of Rubi Shoes. Also joining weekly conference meeting with Australian team officers. And attend Store Opening.

EDUCATION:

TERTIARY

BS Mathematics major in Statistics
PANGASINAN STATE UNIVERSITY
(2006-2010) Graduate

REFERENCES:

Mrs. Joana Marie Go

Assistant Boutique Manager
TYPO- Ayala Bay Mall
+63935 491 8586

Mrs. Mary Pee Buelba

Area Manager
Suyen Corporation-Cotton on
+63906 226 3180

Ms. Dhalia Azuela

Store Group Manager
Suyen Corporation-Rubi/ Typo
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