



**Michael Mangaoang**  
Assistant Boutique Manager  
Suyen Corporation

09458036575 | imemangaoang@gmail.com | Baguio City

## Experience

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18 years of total experience

Jul 2014 - Present  
(6 years 11 months)

### **Assistant Boutique Manager** Suyen Corporation | C.A.R, Philippines

Industry Apparel  
Specialization Sales - Retail/General  
Role Supervisor/Team Lead  
Position Level Managerial/ 5 Years & Up Experienced Employee

- Manage retail staff, including cashiers and people working on the floor.
- Ensure pricing is correct.
- Work on store displays.
- Coach, counsel, recruit, train, and discipline employees.
- Evaluate on-the-job performance.
- Identify current and future trends that appeal to consumers.
- Ensure merchandise is clean and ready to be displayed.
- Maintain inventory and ensure items are in stock.
- Keep up with fluctuating supply and demand.
- Ensure promotions are accurate and merchandised to the company's standards.
- Utilize information technology to record sales figures, for data analysis and forward planning.
- Ensure standards for quality, customer service and health and safety are met.
- Monitor local competitors.
- Ensure hours of operation are in compliance with local laws.
- Maintain store's cleanliness and health and safety measures.
- Organize and distribute staff schedules.
- Preside over staff meetings.
- Help retail sales staff achieve sales targets.
- Handle customer questions, complaints, and issues.

Apr 2006 - Jul 2014  
(8 years 4 months)

### **Store Supervisor** Mother Unit Corporation

Industry Computer / Information Technology (Software)  
Specialization IT/Computer - Network/System/Database Admin  
Role Supervisor/Team Lead  
Position Level Supervisor / 5 Years & Up Experienced Employee

- Leads a branch team of 5 members in customer service - properly handling customer inquiries and concerns, and extending extra mile service to ensure customer loyalty and a positive service environment
- In charge of generating reports, managing daily sales and expenses, and managing inventory of supplies and equipment

- Installs, configures, and maintains a variety of computer equipment averaging to 50 computer units including computer terminals, printers, modems, personal computers and data communications equipment
- Determines source and nature of computer malfunction using diagnostic and application software. Adjusts, repairs and replaces malfunctioning equipment
- Serves as a principal source of information on equipment problems
- Performs additional functions incidental to computer support activities

Mar 2003 - Dec 2005  
(2 years 10 months)

**Area Sales Supervisor**  
Nissan Car Lease

Industry                    Transportation / Logistics  
Specialization            Hotel Management/Tourism Services  
Role                            Supervisor/Team Lead  
Position Level            Supervisor / 5 Years & Up Experienced Employee

- Reporting directly to the manager with regard to daily operation
- Managing daily activities at one or more transport locations
- Advising on policy and strategic developments as they affect passenger services
- Answering letters of complaint or concern from passengers
- Meeting passengers/customers face to face, either to deal with concerns or gather views
- Working on marketing issues to encourage greater passenger use of particular routes and methods of transport
- Exploring new initiatives to encourage passenger use and provide a better service
- Conducting passenger surveys on all aspects of travel experience - cleanliness, punctuality, security, etc.
- Writing reports on performance achieved, targets met or not;
- Analyzing results of surveys on passenger/customer satisfaction

**Education**

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2002

**Saint Louis University**  
Bachelor's/College Degree in Management | Philippines

**Skills**

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Advanced

Technical Skills

**Languages**

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*Proficiency level: 0 - Poor, 10 - Excellent*

Language	Spoken	Written
Filipino (Primary)	10	10
English	10	10

## Additional Info

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Expected Salary	PHP 25,000
Preferred Work Location	C.A.R, Canada, Australia & New Zealand, Europe

## About Me

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Gender	Male
Age	41 years
Telephone Number	09458036575
Address	3A Lower Balacbac Raod, Baguio, Baguio City, Ilocos Region, Philippines
Nationality	Philippines