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PROFESSIONAL SUMMARY

Experienced retail management professional versed in all aspects of running a high-end store, including opening, and closing procedures, banking, merchandising, recruiting and training

SKILLS

- Exceptional Leader
- Budgeting
- Merchandising
- > Store Operations
- > Outstanding communication
- > Results driven

Experience

Bean Central Roastery Inc. | Retail Sales and Marketing Manager | Jan 2019 – Dec 2020

- Responsible for retail stores daily operations as well as setting, monitoring and driving sales goals
- Developing strategies and plans for new opened retail stores
- Management inventory daily weekly and monthly audits inventory to ensure accuracy
- Maintained stores appearance and merchandising with ongoing marketing campaigns
- Provided excellent customer service to retail customers and corporate clients
- Managing and retaining relationships with customers
- Increasing client base
- Having an in-depth knowledge of business products and value proposition
- Writing business proposals
- Remarkable understanding of food preparation and restaurant cleanliness standard
- Identifying and mapping business strengths and customer needs
- Ability to implement food safety guidelines
- Following industry trends locally and internationally
- Drafting and reviewing contracts
- Reporting on successes and areas needing improvements
- Maintains stores appearance and merchandising with ongoing marketing campaigns
- Training personnel and helping team members develop their skills

Casual Continentale Inc. | Sales Manager – LUBES SALES DEPT. | July 2016 – January 2019

- Reports Directly to the President
- Contacting customers via email or phone to answer queries or retrieve information about their account
- Update internal databases (CRM) with account details
- Research market trends and competition
- Maintain digital and physical records of invoices and contracts
- Address payment issues
- Identify new revenue prospects
- Forecast and track key account metrics (e.g. quarterly sales results and annual forecasts)
- Building and maintaining strong – lasting customer relationships
- Develop new business from existing clients and actively seek new sales opportunities

Digitel Mobile Philippines Inc. (Sun Cellular) | Sales Account Manger | Sept. 2012 – May 2013

- Acquires corporate accounts to subscribe to any of the company's products and services by continuously promoting its benefits and advantages.
- Initiates account development strategies with new and existing corporate clients and ensure top-of-mind market share for key target accounts.
- Overseeing customer account management, including negotiating contracts and agreements to maximize profit.
- Serve as the lead point of contact for all customer account management matters
- Build and maintain strong, long-lasting client relationships
- Negotiate contracts and close agreements to maximize profits
- Ensure the timely and successful delivery of our solutions according to customer needs and objectives
- Develop new business with existing clients and/or identify areas of improvement to meet sales quotas
- Prepare reports on account status
- Collaborate with sales team to identify and grow opportunities within territory
- Assist with challenging client requests or issue escalations as needed

St. Luke's Medical Center - Global City | Section Manger | June 2011 – May 2012

- Assists the VP – Industry Relations & Special Projects in the day-to-day operations of the Marketing Division and Product Management & Research.
- Overseeing the smooth day-to-day operations of the Product Management & Research.
- Assist In and Out Patients to medical planning and financial planning, appointment settings with HMO-accredited doctors and validation of members benefits.
- Planning and supervision of the execution of marketing plans.
- Product promotion – Internal and External marketing.
- Provision of business review reports and other necessary reports.
- Conduct of related presentations to MDs or other institute/departments.
- Recommendation of marketing programs that will effectively promote the hospital's different products.
- Oversees the timely reporting of competitive market data/information.
- Monitors the revenues and census performance of the hospital's different products and the timely reporting of the business review.
- Assist Health Maintenance Organization members for their appointment settings and provides medical planning and financial planning for the patient/client.

Digitel Mobile Philippines Inc. (Sun Cellular) | Retail Center Head - Retail Mgt. Division | July 2007 – June 2011

- Acquires corporate accounts to subscribe to any of the company's products and services by continuously promoting its benefits and advantages.
- Initiates account development strategies with new and existing corporate clients and ensure top-of-mind market share for key target accounts
- Manages the overall operations of the Business Center by establishing and implementing management programs that shall monitor and control all reports, sales activities and after sales servicing of the Business Centers to achieve planned performance targets
- Provides daily management and leadership to a team of sales, customer service and operation personnel by coaching them in all areas of Business Center operations to achieve planned targets
- Promotes Sun Cellular products and services to existing and target clients by highlighting its benefits and competitive advantage
- Ensures total client satisfaction by personally managing customers requiring special handling

Doughnut People Inc. (Gonuts Donuts) | Retail Supervisor | May 2006 – May 2007

- Responsible for stores daily operations, high-volume customer service, profit and loss management as well setting, monitoring, and driving sales goals
- Completes store operational requirements by scheduling and assigning employees; following up on work results.
- Maintains store staff by recruiting, selecting, orienting, and training employees
- Maintains store staff job results by coaching, counseling, and disciplining employees; planning, monitoring, and appraising job results
- Ensures availability of merchandise and services by approving contracts; maintaining inventories
- Formulates pricing policies by reviewing merchandising activities; determining additional needed sales promotion; authorizing clearance sales; studying trends
- Protects employees and customers by providing a safe and clean store environment
- Determines marketing strategy changes by reviewing operating and financial statements and departmental sales records
- Maintains operations by initiating, coordinating, and enforcing program, operational, and personnel policies and procedures
- Contributes to team effort by accomplishing related results as needed

Viva Video City Inc. | Retail Store Manager | Aug 2003 – Apr 2005

- Responsible for stores daily operations
- Serves customers by providing merchandise; supervising staff
- Completes store operational requirements by scheduling and assigning employees to their daily task.
- Responsible for daily, weekly and monthly sales of the assigned store/branch.
- Review video titles from past to present (product knowledge)
- In charge of making customer files, proposal and letter of agreement for promos.
- Provided excellent customer service using effective interpersonal and problem solving skills
- Handled all customer service complaints, refunds.
- Ordered, received, stocked, and management inventory daily weekly and monthly audits inventory to ensure accuracy

Phil. Aviation Security Services Corp. | Training Supervisor for Customer Service | Aug 2002 – Feb 2003

- Manages the learning and professional development of an organization's workforce.
- Designing and developing training and development programs based on both the organization's and the individual's needs
- Monitoring and reviewing the progress of trainees through questionnaires and discussions with managers;
- Ensuring that statutory training requirements are met
- Ensure training schedules, venues and other training requirements for Pre-Licensing, In-Service and AVSEC training course.
- Prepares other related tasks as PASSCOR management directs.

EDUCATION

University of the East, Manila | Business Administration Major in Marketing | Date Graduated Oct 2001

TRAININGS ATTENDED

Customer Service and After Sales Training

By: Training Dept – Sun Cellular
Galleria Corporate Center
Edsa, Ortigas, Quezon City
August 2007

Inventory Training

By: Training Dept – Sun Cellular
Galleria Corporate Center
Edsa, Ortigas, Quezon City
August 2007

Excellent Customer Service

By: May K Learning Center Inc. – St. Luke's Medical Center
Bonifacio Global City, Taguig City.
July 2011

Engaging New and Growing Accounts for Growth and Excellence - Sales Training

By: The Human Edge Inc. (Engage) – St. Luke's Medical Center
Bonifacio Global City, Taguig City.
September – October 2011