



JOSIE DULFO

STORE MANAGER

PERSONAL PROFILE

A Professional Store Manager with over 15 years of experience in the Retail and Sales Industry. Well-versed in all aspects of running a successful retail store.

SKILLS & ABILITIES

- Leadership
- Customer Service
- Communication
- Sales Management
- Visual Merchandising
- Staff Performance Management
- Recruitment
- Staff Training
- People Management
- Organizational
- Profit and Loss Management
- Budgeting and Cost Control

CONTACT INFORMATION

Mobile: 0961 842 3300
Email: josiedulfo@gmail.com
Address: Hampton Gardens
Condominium, C. Raymundo Ave.
Maybunga , Pasig City 1607

EMPLOYMENT HISTORY

Store Manager

Wingtai Clothing Pte. Ltd.
Topshop/Topman, Dorothy Perkins
(June 2010 - June 2020)

- Ensure achievement of sales target thru excellent customer service and proper stock management
- In-charge of store visual merchandising
- Maintain the VM guidelines and execute the merchandise display according to the current season or collection
- Prepare merchandise display of all items to maximize sales opportunities
- Ensures strict implementation of company policies, adherent to sales operations
- Provide weekly report discussing the factors for achievement or non-achievement of sales target and provide thorough analysis on the sales figures
- Recruit and train newly-hired staff; manage staff performance

Store Sales Manager

Golden ABC Inc.
Penshoppe, Oxygen, MEMO, Forme
(November 2006 - May 2010)

- Responsible for managing & securing the store's resources (personnel, merchandise & equipment)
- Responsible for over-all store operations, ensuring that the store maintains & implements all operational standards & procedures
- Ensures that sales targets & customer satisfaction are achieved at all times
- Manages stocks availability and inventory

Store Supervisor

Tom Taylor, Bandolera, NAFNAF, Human
Al Bahar Centre Hawally, Kuwait
(December 2005 - September 2006)

- Ensures brands/layout guidelines are correctly followed to deliver brand values and maintain standards for visual presentation and store appearance
- Manage stock availability
- Manage staff, merchandise and space to promote a high standard of service
- Provides advice and assistance to customers as required and deal with customer complaints and queries

Store Supervisor

Escada and Betty Barclay
Shangri-la Mall, Manila Philippines
(July 2005-November 2005)

- Assists store manager in efficient running of the store
- Responsible and accountable for the management of sales floor in order to give the highest standard of customer service
- Deals with customer complaints and other queries
- Utilizes sales promotion, department prove and display techniques to maximize sales

EDUCATIONAL HISTORY

University of Nueva Caceres

Bachelor of Science in Business
Administration, Major in Management