

Edna Isorena Canalita

2883 As Sahimiyat, Al Aqiq Riyadh Saudi Arabia

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Professional summary:

Dedicated store personnel that focused on maintaining a clean, safe, organized store that is appealing to customers. Categorizes and stocks merchandise with a high level of efficiency. Extensive experience in hiring and training staff, cost management, loss prevention and safety compliance. Friendly and helpful who is consistently prompt and willing to work a flexible schedule.

Enjoy helping customers find what they need, discover new products, and have a positive overall experience. Conceive, develop and execute innovative initiatives that reduce costs and optimize efficiency. Assemble and mentor teams to meet and exceed expectations in a collaborative work environment.

Skills:

- Strong communication skills
 - Customer interface expertise
 - Cash register operations
 - Multi-line phone operation proficiency
 - Sales experience
 - Opening and closing procedures
 - Product stocking
 - Loss prevention training
 - Effective trainer
 - Merchandising and display
 - POS inventory system operation
 - Store management
 - Quick learner
 - Customer-focused
 - Inventory management
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Qualification:

Bachelor of Science in Entrepreneurial Management

Polytechnic University of the Philippines, Commonwealth Campus, Quezon City

Year: 2003- 2007

Continuing Professional Education (18 Units)

Technology and Livelihood Education
Marikina Polytechnic College
252 Shoe Ave, Marikina, 1800 Metro Manila

Year: April 2016 to October 2016

WORK HISTORY:

Employer: FAWAZ AL HOKAIR COMPANY | 7138 Ash Shaikh Mubarak As Subah Al Olaya, Riyadh, Saudi Arabia

Position: Visual Merchandiser

Period: March 25, 2019 till present

Roles & Responsibilities --

- Innovate and implement seasonal merchandising presentations.
- Monitor the stocks of the store and reporting to the management.
- Responsible for maintaining good quality of display that attract the customers.
- Arranging an eye- catching window display for customers.

Employer: SAN ROQUE SUPERMARKET | Barangay Kasiglahan Rodriguez Montalban Rizal

Position: Store Supervisor

Period: Sept 01, 2018 to March 24, 2019.

Roles & Responsibilities --

- Monitoring of overall stocks of the store
- Train new front-end employee (cashier & Merchandiser's) to provide a good customer service.
- Handling a cycle count, weekly inventory, and monthly inventory of the store.
- Sending monthly reports about stocks, store materials and inventory results.

Employer: COLLECTIVE SOLUTION INC. | 41 Don Mariano Marcos Ave, Quezon City, 1129 Metro Manila |

Position: Customer Service Representative

Period: June 10, 2015 to June 15, 2018

Roles & Responsibilities --

- Ensured superior customer experience by addressing customer concerns, demonstrating empathy, and resolving problems on the spot.
- Asked open-ended questions to assess customer needs.
- Developed reputation as an efficient service provider with high levels of accuracy.
- Investigated and resolved customer inquiries and complaints in a timely and empathetic manner.

Employer: Ever Supermarket Plus Superstore | San Mateo Branch | 108 General Luna Street, Guitnang Bayan 1, San Mateo, 1850 Rizal.

Position: Store Supervisor

Period: June 20, 2012 to March 20, 2015

Roles & Responsibilities --

- Conducted store inventories monthly and annually.
- Reported to the store manager regarding all store and staff issues.
- Maintained knowledge of current sales and promotions, policies regarding payment and exchanges and security practices.
- Contributed to team success by meeting team sale goals.
- Trained new cashiers on procedures, customer service and sales techniques.
- Directed and coordinated marketing activities and policies to promote products and services.

Employer: Ever Supermarket Plus Superstore | Parang Branch | 107 Gen. Molina Street, Parang Marikina City. |

Position: Counter Head

Period: Feb 08, 2010 to June 19, 2012

Roles & Responsibilities --

- Managed a team of 10 cashiers and merchandisers.
- Encouraged development of new cashiers with positive reinforcement.
- Trained new cashiers on procedures, customer service and sales techniques.
- Documented all customer inquiries and comments thoroughly and quickly.
- Responded to all customer inquiries professionally.
- Referred unresolved customer grievances to designated departments for further investigation.
- Completed all cleaning, stocking, and organizing tasks in assigned sales area.

Employer: Pilipinas Teleserv Inc. | 4/F San Diego Building 462 Carlos Palanca St., Quiapo 1001 Manila Philippines.

Position: Customer Care officer

Period: April 23, 2009 to July 25, 2009

Roles & Responsibilities --

- Improved call center functionality and service capacity by resolving customer complaints efficiently and quickly.
- Managed customer calls effectively and efficiently in a complex, fast-paced and challenging call center environment.
- Managed call center from initial start-up to full operational status.
- Identified chronic customer issues by creating and maintaining customer complaint log.

