



*Miranda, Ruby Ann T.*

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### ***CAREER OBJECTIVE***

To be able to work in a company where I could utilize the knowledge and skills I gained from formal education and training experiences as well as to enhance my other skills for continuous career growth improvement.

### ***PERSONAL PARTICULARS***

Age: 37 yr. old

Nationality: Filipino

Marital Status: Married

Date of Birth: July 05, 1984

Gender: Female

Religion: Catholic

### ***EDUCATIONAL BACKGROUND***

***Tertiary:***2001-2005

***University of the Assumption, Pampanga***

Bachelor of Science in Commerce (Major in Business Management)

***Secondary:*** 1997-2001

***Pampanga High School***

High School Boulevard Street Bo. Lourdes, City of San Fernando Pampanga

**Primary:**1991-1996

***Sta Lucia Elementary School***

***Salumbides Elementary School***

Lopez Quezon

1996-1997

## ***WORK EXPERIENCE***

### **Watsons Personal Care Stores Phils.,Inc**

Store Supervisor from Oct 18, 2010 - 2019

Store Manager from April 2019 up to present 2022

### **Store Manager**

- Monitors and reviews sales performance and recommends action plans to deliver sales budget.
- Reviews manpower and space productivity and identify areas of improvements.
- Creates measures to minimize losses and damages.
- Implements cost effective measures to improve productivity and profitability.
- Checks/monitors availability and replenishments of stocks.
- Always provides a pleasant shopping environment for customers.
- Enforces strict adherence to customers service standards.
- Provides personalized customer service.
- Cascades on going promotions, activities, memos, bulletins following the standard power talk guidelines on a regular basis.
- Performs regular self audit and creates and executes action plans to correct non compliance.
- Cascades retail operating standards processes and techniques.
- Conducts daily cash audit of vault contents.
- Investigates and adjust inventory variances regularly.
- Monitors compliance on checking of store compliance and other retail operating standards.
- Coaches employees on the job and recommends interventions required for promotion.
- Reviews and discusses performance appraisal and personal development plans of direct disciplinary actions.
- Reviews and recommends manpower requirement for store.
- Implements action plans for employee engagements.
- Approves work schedule of store personnel.
- Consolidate sales analysis report, Income statement, Break Even repot.

**Other Skills**

- Computer Literate (Excel, Word & Power pt)
- Problem solving
- Customer Service skills
- Communication and Leadership skills
- Learning and adaptability skills

**Trainings and Seminars Attended**

- Why Discipline, HOT STOVE Rule and the Nature of Offenses (Feb 2, 2019)
- Personality Development at a Glance (April 25, 2019)
- Managing Customer Experience (April 26, 2019)
- Problem Solving Tools and Techniques (May 02, 2019)
- Crisis Management Awareness Part 1(May 02, 2019) & Part 02 (May 05, 2019)
- Effective Presentation Skills (May 03, 2019)
- Retail Operating Standards Training (May 04, 2019)
- Emotional Intelligence in the Workplace (May 07, 2019)
- External Training: Basic Occupational Safety and Health (BOSH) for Safety Officer 1 (SO1) Training (Sept 07, 2019)
- Anti Bribery and Anti Corruption (for Store Operation) (Sept 07, 2019)
- Different Approaches to Different Types of Customers How to sell Confidently (June 01, 2020)
- In-store Trainer Certification for New Employee Training (NET) Program(Feb 11, 2021)
- SM Beauty Open Viber Community - Training (Sept 22 to 23, 2020)
- Cyber Training Protection thru Fraud and Awareness (Nov 2021)
- Shrinkage Control Training (June 17, 2021)
- Safe Workspaces: Telecommuting/Safe Return to the Workspace: Preparing Your Workspace/Conflict Management Special Situations (June 29, 2021)
- Introduction to Team Effectiveness/ Introduction to Fit for the Future (Feb 26, 2022)

I hereby certify that the above information is all true and correct to the best of my knowledge and belief.

Miranda. Ruby Ann T.