

# MARY JANE A. LLOVIT

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## CAREER OBJECTIVE

I'm a hard-working, dedicated, and enthusiastic individual who is looking for an opportunity to learn more about the retail industry and grow within it.

## SKILLS

- Verbal communication
- Store merchandise handling
- Credit and cash transactions
- Customer assistance
- Customer greeting
- Professional appearance
- Extensive product knowledge
- Public speaking

## EDUCATIONAL BACKGROUND

### **TESDA NC II**

Vocational Course in Call Center Agent

Calapan City, Philippines

July 6,2009 – July 20,2009

### **Jose J. Leido Memorial National Highschool**

Calapan City, Philippines

2005 – 2006

### **Canubing I, Elementary School**

Pajo, Canubing I, Calapan City, Philippines

2001 – 2002

## WORK EXPERIENCE

### **Product Specialist**

Hanabishi Small Kitchen Appliances  
Robinsons Appliances Antipolo City, Philippines  
September 26, 2014 – August 8, 2016

### **DUTIES AND RESPONSIBILITIES**

- Researched product's technical specifications and accurately communicated information.
- Continually expanded knowledge of product line.
- Assisted with demonstrations for Product to showcase functionality.
- Supporting the development of new products
- Managing the launch of new products
- Analyzing and documenting the product development process.

### **Brand Ambassador**

Watson  
Mall of Asia, Pasay City, Philippines  
October 19-21/ October 26-28 2012, - November 2-4/November 9-11 2012

### **DUTIES AND RESPONSIBILITIES**

- Communicated product information with confidence and educated consumers about company.
- Engaged, educated and befriended customers to deliver amazing shopping experience
- Approached strangers and interacted in natural conversation with goal of developing brand loyalty.

### **Brand Ambassador**

Watsons Gateway  
2nd Level, Gateway Mall Araneta Center, Cubao, Quezon City, Metro Manila, Philippines  
September 21, 2012 – October 21, 2012

### **DUTIES AND RESPONSIBILITIES**

- Attended public events with communities, businesses to promote brand updates and increase awareness.
- Increased brand awareness through event marketing, demonstrations, sales and brand promotion.

### **Brand Ambassador**

Colgate/Palmolive  
Watson  
Podium Branch, Mandaluyong City, Philippines  
June 22-24,29 ,2012 – July 1,6-8, 13-15, 2012

## **DUTIES AND RESPONSIBILITIES**

- Increased brand awareness through event marketing, demonstrations, sales and brand promotion.
- Communicated product information with confidence and educated consumers about company.
- Engaged, educated and befriended customers to deliver amazing shopping experience.
- Approached strangers and interacted in natural conversation with goal of developing brand loyalty.
- Showed understanding of customer's personal style and preferences when offering product advice.

### **Cashier**

Mofar General Merchandiser

J. P. Rizal St, Marikina, 1800 Metro Manila, Philippines

November 6, 2011 – April 6, 2012

## **DUTIES AND RESPONSIBILITIES**

- Helped customers complete purchases, locate items and join reward programs.
- Operated cash register for cash, check and credit card transactions with excellent accuracy levels.
- Answered questions about store policies and addressed customer concerns.
- Provided friendly service and assistance to clients promote customer loyalty, satisfaction and sales.
- Greeted customers entering store and responded promptly to customer needs.
- Talled cash drawer at beginning and end of each work shift.
- Maintained secure cash drawers, promptly resolving discrepancies in daily totals.

### **Service Crew Member**

Funline Music Lounge

Calapan City, Oriental Mindoro, Philippines

September 26, 2009 – December 10, 2009

## **DUTIES AND RESPONSIBILITIES**

- Kept all prep areas clean by sweeping, mopping and washing down counters.
- Kept customers and crew areas organized.
- Assisted team members with tasks, increasing overall efficiency and achieving improved customer satisfaction.
- Assisted in dining room by removing soiled dishes during meal service and transporting to kitchen for washing.
- Calculated totals, processed payments and issued receipts.

**Cashier**

Jollibee Foods Corporation  
Calapan City, Oriental Mindoro, Philippines  
October 9 ,2008 – April 28, 2009

**DUTIES AND RESPONSIBILITIES**

- Helped customers complete purchases, locate items and join reward programs.
- Operated cash register for cash, check and credit card transactions with excellent accuracy levels.
- Answered questions about store policies and addressed customer concerns.
- Provided friendly service and assistance to clients promote customer loyalty, satisfaction and sales.
- Worked flexible schedule and extra shifts to meet business needs.
- Welcomed customers and helped determine their needs.
- Greeted customers entering store and responded promptly to customer needs.
- Talled cash drawer at beginning and end of each work shift.
- Maintained secure cash drawers, promptly resolving discrepancies in daily totals.
- Collected and authorized payments of guests.

**CHARACTER REFERENCE:****JHOANNA FERRAREN****STORE MANAGER**

Jollibee Foods Corporation  
(043) 288-5505 / 288-5655

**MA. DULCE MOFAR****PRESIDENT/CEO**

Mofar General Merchandiser  
646-4101

**FLORIDA G. BAYANI****PROMO EXCHANGE INC.**

Colgate/Palmolive  
+639189395306

**MARY MONES****STORE MANAGER**

Robinson Appliances  
(02) 8655 6905

**MARY JANE A. LLOVIT**  
Applicant Signature