

# Rita Lopez

## Retail Sales Person

Friendly Retail Sales Associate Cashier eager to form relationships with return customers and support continual patronage. Adept provider of accurate and rapid answers to product and service queries. Committed to positively impacting sales and revenue through beneficial customer interactions and memorable service.



### Contact

#### Address

Baguio City, Benguet,  
Philippines, 2600

#### Phone

+63 920 394 3507

#### E-mail

lopez92rita@gmail.com



### Skills

Customer relationship management ●●●●○ Upper intermediate

Highly Dependable ●●●○○ Intermediate

Excellent attention to detail ●●●●○ Upper intermediate

Exchanges and refunds ●●●○○ Intermediate

Liquor regulations and compliance ●●●○○ Intermediate



### Work History

2020-03 -  
Current

#### Financial Advisor/Insurance Agent

*Sun Life of Canada Philippines Inc, Baguio City, Benguet, Philippines*

- Achieve performance targets by bringing clients through the advice process
- Provide professional best advice in developing clear financial plans for new and existing clients
- Ensure that the highest level of customer service is provided on a consistent basis.

2016-06 -  
Current

#### Retail Sales Supervisor/Cashier

*R&R 24, Convenience Store, Baguio City, Benguet, Philippines*

- Created and implemented employee monthly action plans to increase sales and customer loyalty.
- Increased store's profitability by re-merchandising inventory with attractive, eye-catching window and floor displays.
- Submitted reports to senior management to aid in business decision-making and planning.

2014-05 -  
2016-05

#### Sales Associate/Cashier

*Primer Group of Companies, Baguio City, Philippines*

- Engaged with customers to build rapport and loyalty.
- Prepared merchandise for sales floor by pricing or tagging.
- Solved customer challenges by offering relevant

ID verification	●●●○○
	Intermediate
POS terminal operation	●●●○○
	Intermediate
Credit card processing	●●●●○
	Upper intermediate

products and services.

**2013-01 -  
2014-04**

### **Sales Associate/Cashier**

*Beawmont Company, Baguio City, Philippines*

- Engaged with customer to build rapport and loyalty.
- Prepared merchandise for sales floor by pricing or tagging.
- Helped customers locate products and checked store system for merchandise at other sites.

**2008-06 -  
2012-11**

### **Sales Associate/Cashier**

*Telstar Company, Baguio City, Philippines*

- Engaged with customers to build rapport and loyalty.
- Prepared merchandise for sales floor by pricing or tagging.
- Maintained calm demeanor and professionally managed issues in busy, high-stress situations.



## **Education**

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**2018-08 -  
2021-10**

### **Bachelor of Science: Marketing Management**

*University of The Cordilleras - Baguio City, Philippines*



## **Certifications**

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**2022-04**

Quality Customer Service

**2015-08**

Customer Services NC II