



NATHALIE

MATEO

Date Of Birth : 27 August 1990

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Contact Person

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I am a very reliable person. I am responsible and hard working. I am resourceful. I make sure all my target and goals are

Experience

2017-11-17 - Present - **Sales Manager** - Lite Shoes Corporation

Proactively seek customer interactions, builds sustained relationships with top 100 customers and convert ones with complaints into happy moments.

☒ Monitor department sales vs. target on a daily basis, identify causes of poor performance, implement promotions and recommend solution to Regional Manager for proper action.

☒ Explain display standards to sales clerks and regularly check if items are arranged properly, areas are clean and ask for repair or replacement of broken fixtures.

☒ Prepare work schedules and make daily checks on team's knowledge (product, promos, store layout/services,), look (uniform, posture, grooming), personality (greeting, spiel, no chatting).

☒ Train, coach and evaluate team based on given set of business standards and goals (also perform yearly individual training needs analysis)

☒ Monitor stocks movement and request for repeat order for fast moving merchandise and recommend action for aging or non-moving items.

☒ Ensures all standard procedures of the store are being strictly followed.

2013-10-13 - 2017-11-12 - **Assistant Manager** - Jollibee Foods Corporation

In-charge of the overall operations of the store.

Opening and closing the restaurant

Appointing, inducing and mentoring new staff members

Scheduling shifts of staff.

Resolving customer's questions, inquiries and grievances in a professional manner.

Conducting payroll activities in an accurate, timely manner.

Ensuring that the restaurant adheres to pertinent health and safety regulations.

Monitors stocks movement, reorder needed stocks and ensures all items are following the first in-first out movement.

Recording all income and expenses and ensuring that all cash registers are balanced.

2012-12-01 - 2013-07-01 - **Team Member** - Philippine Pizza Inc (Pizza Hut)

Ensure all recipes are being strictly followed.

☒ Cooks pasta, side dishes and dispenses ordered drinks.

☒ Maintains a clean and organized kitchen area.

☒ Ensure that all orders are made properly in a timely manner.

2011-02-01 - 2012-02-01 - **Team Member (OJT)** - Universal Studios Singapore

Checks all items in the store.

Sells snacks, drinks and merchandise to all customers.

Ensures replenishment and restocking is done in a timely manner.

Provides good quality customer service to all park goers.

Ensures sales are balanced and deposited to the manager.

2009-03-01 - 2010-08-01 - **Service Crew** - Mcdonalds

Ensure all customers are well taken care of at the counter by taking orders, assembling the orders.

Check payments from the customer and give change if any.

Ensure that the cash register is balanced and deposited at the end of the shift.

Makes sure customer orders are all correct.

Checks all the stocks and condiments that needs reorganizing and restocking.

Follows the standard operating procedures in every station assigned.

Education

2006-06-08 - 2013-04-05 - **Wesleyan University Philippines** - Bachelor of Science in Hotel and Restaurant Management

Description

2002-06-01 - 2006-04-01 - **Guimba National High School** - Secondary

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1996-06-01 - 2002-03-01 - **Amlan Central Elementary School** - Primary

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Skills

Sales Management



Inventory Management



Visual Merchandising



Personnel management



Customer service

