

CHARIS ANN ASIO

Hontiveros Compd. Fourth Estate Subdivision
Brgy. San Antonio, Parañaque city 1715, Philippines

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PROFFESIONAL SUMMARY

- Has extensive experience in the retail industry as a **retail store supervisor** for more than 4 years and is capable of supervising 20 to 50 people.
 - Has an extensive exposure in **customer service** for 9 years
 - Has a wide experience in **selling goods** through in-store and online markets
 - Well-trained in using retail software such as POS, ARC, MMS and JDA.
 - Expertise in **inventory management** and **counter management** that includes training of cashiers.
 - Has a strong background in the **financial industry**. Knowledgeable in creating work-financial plans, forecasting and liquidation.
 - Experienced in **administrative function**; Handled Payroll, Implementation of company rules and regulation, arrange managerial meeting schedule and in-charge of store liabilities.
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EXPERIENCE

Retail Sales Supervisor
Serta Philippines Inc.
Makati city, Philippines

11-2022 to Present

- ✓ Serta Boutique Store Head; Overseeing store's day to day operation
- ✓ Achieve financial objectives by meeting sales target and reducing operational costs.
- ✓ Responsible for training, coaching and people development in Retail Sales.
- ✓ Ensure adherence to customer satisfaction and commitment.
- ✓ Responsible for cash management, counter operation and inventory management.
- ✓ Provide monthly work shift schedule of the team.
- ✓ Ensure compliance to RPS, retail operation standard, policies and procedure
- ✓ Timely and accurate execution of company directives.
- ✓ Analyze performance, formulate (if needed) and execute strategies to achieve target.
- ✓ Attend and prepare report for monthly meetings.
- ✓ Adheres to retail standard process, company policies and procedure.
- ✓ Proactively acknowledge, greet and assist customers
- ✓ Serve multiple customers, discover their needs and recommend the right product based on customer requirement.
- ✓ Suggest alternative product, and offer other products to generate additional sales.
- ✓ Create online and walk in customer database for future references
- ✓ Perform other tasks that may be assigned from time to time.

Senior Financial Planning Analyst
National Housing Authority
Parañaque city, Philippines

07-2021 to 11-2022

- ✓ Project Finance Officer: Provide Yearly Project Estimated Budget.
- ✓ Prepares periodic financial/economic status reports for submission to management and other agencies (project partners).
- ✓ Quarterly report of utilized and UN-utilized budget.
- ✓ Monitors and evaluates all activities pertaining to financial matters including the accuracy of financial data.
- ✓ Monitoring the number of staff needed for a certain project.
- ✓ Assess yearly budget for salaries and wages of Contract of Service Personnel.
- ✓ Account Reconciliation.
- ✓ In-charge of Income Tax deduction of all employees with more than 250k yearly income.
- ✓ Prepares cash advance and liquidation report.
- ✓ OTHER TASK: **Administrative Officer**; Supervise and handle administrative works.
- ✓ AWARD: Certificate of Appreciation

Retail Store Supervisor
Robinson Supermarket Corp.
Toys R Us - Store
Muntinlupa city, Philippines

04-2019 to 07-2021

- ✓ Ensures that the store meets or surpasses the sales target of the store.
- ✓ Provides excellent customer service at all times.
- ✓ Monitors deliveries of merchandise in the department.
- ✓ Ensures orderly and proper display of merchandise.
- ✓ Ensures correct price tags of each item to avoid losses.
- ✓ Ensures proper coordination with Merchandising regarding bestsellers and slow moving items.
- ✓ Ensures adequate merchandise stock level in the store at all times.
- ✓ Ensures proper orientation of sales clerks and promo clerks regarding merchandise features.
- ✓ Maximizes the use of available resources (JDA/server).(s) available.
- ✓ Responsible for the accounting of all cash and check payments and remittances in the store, and the monitoring of all cashiers and POS machines they use.
- ✓ Ensures that daily cash collections are intact and deposited on time.
- ✓ Vault Custodian
- ✓ Monitors controllable expenses related to cash operations and implements ways to minimize cost.
- ✓ Monitors and accounts the issuance and sales of gift certificates.
- ✓ Attends customer inquiries and complaints for immediate action and solutions related to cashiering activities.
- ✓ Prepared detailed documents and reports in adherence administrative process and financial
- ✓ Prepare DTR and payroll package
- ✓ Do retail sales associate function for operational needs
- ✓ Do cashiering function for operational needs

Sales Cashier
Majid Al Futtaim Hypermarket
Abu Dhabi, United Arab Emirates

05-2018 to 03-2019

- ✓ Process Transaction (Purchase and Return)
- ✓ Accept Payments; Cash, Check, Voucher, Corporate and Credit Card
- ✓ Supervise express cashiers; Trained newly hired cashier.
- ✓ Familiarized 7 currency denomination (Currency under UAE, SAUDI, OMAN, KUWAIT, QATAR, USA, EURO)
- ✓ Provide excellent customer service
- ✓ Perform actual cash counting and transaction audit
- ✓ Check items and bar codes to make sure it coincides with the product details, and report to the operational supervisor for any errors found.
- ✓ Handles inventory concerns and reports.
- ✓ Conduct inventory audit
- ✓ **AWARD: Best Cashier (High number of transaction)**

Retail Store Supervisor
Waltermart Supermarket Inc.
W-Department Store
Parañaque city, Philippines

04-2017 to 05-2018

- ✓ Supervise store (Day to day operation)
- ✓ People management; Oversaw Plantilla
- ✓ Implementation of visual merchandise display
- ✓ Maintained customer satisfaction with quick and professional handling
- ✓ Conducted inventory analysis to determine optimal stock level]Coordinated with store manager to set up visually appealing layout for store display of merchandise
- ✓ Mainly focused on delivering sales and profit; to meet sales target
- ✓ Accountable for petty cash, revolving funds, daily sales monitoring and sales bank deposit, vault Custodian
- ✓ Kept documentation and records accurate and up to date.
- ✓ Implemented daily operating procedures to keep store clean, adequate clean and well-organized store
- ✓ Do retail sales associate and cashiering function for operational needs

Front-line Associate (Senior)

06-2013 to 02-2017

E-Business Services Inc.

Western Union Agent

Parañaque city, Philippines

- ✓ Supervise branch daily operation
- ✓ Process international and local remittances, ticketing service, payment center and foreign exchange.
- ✓ Recruit and trained new staff
- ✓ Vault custodian
- ✓ Fraudulent officer; Conduct Branch Audit and Report fraudulent transactions
- ✓ Meet financial objectives by preparing an annual budget, scheduling expenditures and analyzing variances.
- ✓ Provide Financial statement of account (in/out financial transaction)
- ✓ Perform KYC (Know your customer) process; primarily review and evaluate documentation for new customer accounts
- ✓ Cost Accounting
- ✓ Monitors Branch expenses vs. Income
- ✓ Prepares monthly and yearly financial and transaction reports
- ✓ DEPED loan processor
- ✓ OTHERS: Process Ticketing, Foreign Exchange and Bills payment transaction
- ✓ **AWARD: 100% Building knowledge score**

EDUCATIONAL QUALIFICATION

Bachelor of Science in Business Administration

Major in Marketing Management

Universal College of Parañaque, Philippines

AWARD: Loyalty and Academic Excellence

2009-2013

Graduated

TRAININGS AND SEMINARS

Microsoft Office Training

Universal College of Parañaque, Philippines

2010

Building Knowledge (Anti-money Laundering Act)

e-Business Service Inc.

Makati city, Philippines

2015

Young Heroes, Activate!

An integrated Approach to Child Protection

Child Protection Network

2022

SKILLS

- Adaptability and Flexibility
- Budgeting and Cost Analysis
- Management Skills
- Strategy Development and Implementation
- Visual display merchandiser
- High perseverance and fast learner
- Attention to details
- Interpersonal and communication Skills
- Operate retail software system (POS, ARC, MMS and JDA)
- Provide monthly schedule (store plantilla)
- Computer Literate
- Expert in managing multiple priorities with a positive attitude.

CHARACTER REFERENCES

- Available upon request