

ARLENE SUNI- MANALAN G

Retail Industry

Contact

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Skills



ACCOMPLISHMENTS Obtain a vocational course of "International Computer Driving License – (ICDL) Advanced A" in Al Falah St. Abu Dhabi UAE This course highlights the advanced learning for MS Word, Excel, PowerPoint and Access Obtain Associate of Arts in Hotel & Restaurant Management year 2006 in University of Baguio, Philippines. Knowledgeable and dedicated customer service professional with extensive experience in Retail industry. Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process optimization. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses.

Work History

2023-01 -
Current

Customer Service Representative

Accenture Inc., Ortigas Center, Manila City, Cubao

2015-10 -
Current

TEAM LEADER / BRANCH INCHARGE

SPAR ABU DHABI, UNDER ADCOOPS, Abu Dhabi

- Act as the Branch In charge in the Outlet
- Prepares confidential memos, emails and reports with regards to the branch operational routines
- Responsible in conducting orders and product replenishment in the branch
- The person who deals with clients and suppliers
- Handles incoming and outgoing memos, emails and fax messages
- Responsible in preparing staff schedules
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- Assisting staff and customers in their queries
- Problem solver
- Strategic planner through-out the business progression
- Conducts daily checking for the product expiries

2011-09 -
2015-10

RECEPTIONIST CUM SECRETARY

ADCOOPS ABU DHABI

- Responsible in all telephone calls and inquiry
- Prepares confidential memos, emails and reports
- Responsible in checking all required documents of promoters who conducts promotion in the branch
- The person who deals with correspondence and filling of documents
- Handles incoming and outgoing memos, emails and fax messages
- The person who summon in a loud speaker and paging a certain employee and customer
- Assisting supervisors and other staff in making reports and request
- Responsible for faxing and releasing direct LPO's to suppliers

- Performs other functions that are assigned from time to time
- Responsible in creating quotations requested by customers
- Direct or focal person towards the head offices
- Responsible in receiving and forwarding of CV

2011-01 -
2011-09

BACK OFFICE

ROBINSONS PLACE PHILIPPINES

- Responsible in monitoring cashiers daily debit/credit card and sales audit of cashiers
- Responsible in Daily Deposit of Payables to the bank
- Summarizes the end of the day Daily sales of the branch
- Preparing the Initial Loan of the Cashiers
- Receives and solves complaints from the customers

2011-01 -
2011-09

CASHIER

ROBINSONS PLACE PHILIPPINES

2011-02 -
2011-08

CASHIER

ADCOOPS ABU DHABI

- Recruiting Department
- Preparing Appointments and pointers for the managers meeting
- Responsible in scheduling any branch meetings and branch activities, Maintain good quality service for customers
- Making sure that the prices of the items sold are correctly punched in the machine
- Receives cash to customers and gives exact change
- Remitting of daily sales to accounts department
- Knowledgeable in any mode of payment such as: Credit and Debit card transaction, any cash flows, any kind of gift certificates/vouchers, foreign currencies

2008-08 -
2010-06

CASHIER

CARREFOUR HYPERMARKET, DOHA CITY CENTER

2007-11 -
2008-07

CASHIER

ERMITA PHILIPPINES

2007-06 -
2007-11

CASHIER

SVI SM SUPERMARKET, INTRAMUROS MANILA PHILIPPINES

Education

2006-01

ASSOCIATE OF ARTS: HOTEL & RESTAURANT MANAGEMENT, Hospitality

UNIVERSITY OF BAGUIO PHILIPPINES

International Computer Driving License (Advanced A: Computer And Information Sciences)

FACE - Abu Dhabi United Arab Emirates

Accomplishments

- Majid Al Futtaim – Carrefour Hypermarket
- Doha Qatar
- THE CASHIERS 7 GOLDEN RULES
- Majid Al Futtaim – Carrefour Hypermarket, Doha Qatar
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Additional Information

- PMS - PERFORMANCE MANAGEMENT SYSTEM
- A training which deals on the procedure that may implement in evaluating the staff work performance via database MENA ME SYSTEM
- Adcoops Human Resources Office Abu Dhabi UAE A database system training that deals with the daily attendance and any other staff applications e.g annual vacation, time off, etc.
- CUSTOMER CARE 1 Majid Al Futtaim – Carrefour Hypermarket Doha Qatar Proper Service to be given in order to gain customers satisfaction