



# CHERRIE MAE DIONIO MUEGA

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## PROFESSIONAL SUMMARY

I want to succeed in a stimulating and challenging environment, building the success of the company while I experience advancement opportunities. Adaptable employee with extensive experience providing first-class results. Meets job demands and deadlines through diligent work-ethic and dedication to quality.

## EXPERIENCE

### **SALES MANAGER**, 10/2021 - Current

**M.D Curtains and Sofa Covers**, Quezon City, Metro Manila

- Profiled, targeted and prospected territory within and beyond existing customer base to expand reach and revenue.
- Educated customers on available processes and services.
- Created strategic sales plans, designed to increase sales, customer loyalty and market awareness.

### **ASSISTANT RESTAURANT MANAGER**, 03/2019 - 10/2020

**Red Ribbon Bakeshop Inc.**, Iloilo City, Iloilo

- Role: Provide Quality customer service to customers. Floor and Crew Manager, checking restaurant operations, stocks, input and output. Making reports monthly quarterly and annually regarding store operation and progress. Also doing crew works such as POS operation (Cashiering), Cake lettering, Assembling and dispatching of cakes. Managerial works and admin works such as, plotting schedules, ordering of stocks, monitoring stocks shelf-life, and quantity and quality.
- Minimised loss and misuse of equipment through proper supervision and staff training.
- Developed and implemented strategies to enhance team performance, improve processes and increase efficiency.
- Trained workers in every position, including food preparation, money handling and cleaning roles.
- Conducted daily pre-shift and weekly departmental meetings to maximise organisational efficiency.
- Guaranteed compliance with food safety procedures and quality control guidelines.
- Balanced registers nightly, recorded any discrepancies for management and completed nightly bank deposits.
- Leveraged communication skills to engage and encourage team understanding of tasks assigned.
- Demonstrated leadership with hands-on approach in completing daily tasks and motivating team through pre-shift briefs.

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**SALES MANAGER**, 01/2017 - 01/2019

**M.D Curtains and Sofa Covers**, Quezon City, Metro Manila

- Monitor Store Performance, Strategize how to increase sales
- Created strategic sales plans, designed to increase sales, customer loyalty and market awareness.
- Managed relationship building between company and high-paying clients, completing regular visits and providing loyalty discounts.
- Educated customers on available processes and services to increase sales.
- Maintained friendly and professional customer interactions.
- Strengthened profit opportunities by managing time and resources to meet sales objectives.

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**MANAGEMENT TRAINEE**, 10/2015 - 01/2016

**Maquiling Builders Depot**

- Monitoring Store Performance , Clerical Works and Supervising Staffs/Merchandisers
- Learned cost management skills to increase organisational profitability.
- Received hands-on experience in sales, marketing and account management operations.
- Prepared contract drafts, purchase orders and business correspondence for team.

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**CUSTOMER SERVICE REPRESENTATIVE**, 12/2014 - 07/2023

**Covergys Philippines Inc, Red Ribbon Bakeshop Inc**, Shaw Boulevard, Mandaluyong, Metro Manila

- Processed and issued product orders and service upgrades for customers.
- Maximised customer satisfaction by resolving service issues promptly.
- Built rapport with customers through courteous and professional communications.
- Assisted customers with product-related questions, feedback and complaints.
- Provided friendly, attentive service by promptly responding to customer enquiries and processing order requests.
- Handled confidential and sensitive data with discretion, reducing risk of fraud and theft.

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**CORE QUALIFICATIONS**

- Team leadership
- Contract development and management
- Issue and conflict resolution
- Salesforce CRM
- Business administration
- Customer-facing leadership
- Microsoft Office Suite expertise

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**EDUCATION**

**SAINT PAUL UNIVERSITY ILOILO**, Iloilo City, 2014

**Bachelor of Science: Business Administration, Management**

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**GETULIO NATIONAL HIGH SCHOOL**, Guimaras, 2010

**Diploma of Higher Education**

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**GETULIO ELEMENTARY SCHOOL**, Guimaras, 2006

**Primary School Graduate**