

# Excel A. Baniola

4th street, Al-Khobar Saudi Arabia  
+966543051797 • excel.baniola@gmail.com

## Objective

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To seek a fulfilling job that allows me to fully contribute my knowledge and skills to be an effective employee of your company.

## Key Qualifications

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- Employee management
- POS operation
- Processes and procedures
- Issue resolution
- Inventory oversight
- Inspiring leadership
- Customer service
- Client focus
- Flexibility
- Team player
- Ability to multitask
- Efficient interpersonal skills

## Work Experience

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**Grocery Supervisor , Farmsuperstores**  
Supermarket, Al-Khobar Saudi Arabia

April 2011 - Present

- Supervised, trained and developed team members in accordance with company Policies and procedures.
- Prioritised and accomplished a wide range of tasks each shift.
- Worked collaboratively in a team environment.
- Answered customer questions regarding store merchandise, department information and pricing.
- Assign sales workers to duties.
- Prepare reports on sales volumes, merchandising and personal matters.
- Ran movement reports for accurate purchasing.
- Created a special order template for better customer satisfaction.
- Monitored temperature of cases, shelves and storage areas and reported failures to the manager.
- Developed knowledge about products and sales items to answer shoppers' questions.
- Organise and maintain inventory.
- Establish work schedules
- Sell merchandise
- Order merchandise
- Authorize return of merchandise

**Restaurant Supervisor (Family Business)**  
Restaurant, Philippines

August 2018 - November 2020

- Managed schedule and organised events.
- Implemented working productivity techniques.
- Coordinated team members with focus on productivity, efficiency and enhancing customer

experience.

- Boosted customer satisfaction and service delivery to strengthen customer loyalty.
- Coordinated with vendors to guarantee timely delivery of food and beverage supplies.
- Coordinated with kitchen employees and front of house personnel to consistently drive smooth operations.
- Maintained accurate records of sales, labour and other costs.

**Department Head , Tamimi Market**  
Supermarket, Riyadh Saudi Arabia

May 2016 - June 2018

- Maintained an atmosphere of enthusiastic customer service.
- Offered product samples, answered questions and helped customers find items.
- Refilled and rotated items on shelves to maintain well-stocked inventory
- Scanned shelves and product cases for expired stock and discarded outdated or spoiled items
- Cleaned grocery shelves, storage areas and work areas and kept floors free of spills, water and hazardous debris.
- Developed Knowledge about products and sales items to answer shoppers questions
- Engaged in suggestive selling and other sales techniques.
- Addressed customers' concerns and resolved all issues to customers' satisfaction.

**Merchandiser , Abdullah Al-Othaim Market**  
Supermarket, Riyadh Saudi Arabia

July 2012 - February 2015

- Keep work areas clean and neat at all times.
- Provided customers with exceptional care and attention
- Rotated stock according to dates and protocols.
- Prepared merchandise for the sales floor.
- Monitored inventory levels and kept adequate stock in product displays on the sales floor.
- Verified products appeared at correct locations in proper quantities.
- Established strong vendor relationships to maintain and support business.
- Inspected merchandise for quality and arranged proper display location on the floor.
- Maintained productive relationships with vendors.

## **Educational Background**

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**Bachelor Of Science In Criminology**  
University of Mindanao

March 2003 - June 2005

- College level

**Computer Electronics Technology**  
System Technology Institute

March 2008 - June 2009

- College level

## **References**

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Available upon request.