

ARLENE C. FLORENDO

673 Lower Trail, Brgy. Tuding Itogon Benguet, Philippines

+63 947 4379 647 | arlenepc.1978@gmail.com

CAREER OBJECTIVE

Results-driven professional with a diverse background in sales, operations, and customer service, seeking a challenging role to leverage 20+ years of experience. Proven success as a Salesperson, Co-Owner, Live Seller, Laundry Attendant, Sales Clerk, Inventory Clerk, Domestic Helper, and All Around Helper. Eager to contribute adaptability, client engagement skills, and a strong work ethic to drive success in a dynamic team environment.

EDUCATION

Tertiary

Bachelor of Elementary Education

Baguio Colleges Foundation (Now University of the Cordilleras)

1995 - 1999

Baguio City, Philippines

EMPLOYMENT HISTORY

Salesperson

Strawberry Farm

December 2022 up to present

La Trinidad, Benguet, Philippines

- Greet customers warmly and engage in friendly conversation to build a positive atmosphere.
- Ask questions to understand customer preferences and whether they're interested in fresh strawberries, products, or farm experiences.
- Recommend specific strawberry varieties or products based on customer preferences.
- Introduce new or popular items, highlighting their unique qualities.
- Share information about the farm's sustainable practices and the freshness of the products.
- Conduct demonstrations, especially for specialty items, to showcase quality and taste.
- Articulate product features and benefits to encourage purchases.
- Offer promotions or package deals to enhance the value for customers.
- Express gratitude to customers, regardless of whether they make a purchase.

Co-Owner / Salesperson / Live Seller

Vonrylle Drygoods

2006 up to present

San Fernando, La Union, Philippines

- Coordinating the acquisition of products for resale.
- Managing and maintaining an organized inventory.
- Overseeing budgetary considerations.
- Analyzing profit and loss statements.
- Entertaining, encouraging, recommending, and introducing products to customers in the store.
- Conducting live streams to showcase and present products.
- Providing detailed descriptions, inclusions, prices, and benefits during live presentations.
- Addressing inquiries and providing real-time product information during live streaming sessions.

Laundry Attendant

DIY Laundry and Pastries

August 2021 - May 2022

Philippines

- Sort dropped items before washing to identify damage or stains.
- Keep an updated inventory of laundry detergents, fabric softeners, cellophanes, and other laundry equipment.
- Ensure the facility remains clean and tidy.

- Assist customers in carrying out their own laundry.
- Anticipate and respond to customers' queries, concerns, and complaints.
- Check all items for a specific customer and keep track of items to ensure they are returned to the correct owner.
- Make sure that all items are thoroughly cleaned, properly folded, complete, and well-arranged before packing for delivery or pick-up.

January 2000 - April 2000

Sales Clerk / Inventory Clerk

Philippines

Tionsan Harisson Department Store

- Organizing and planning the proper display and tracking of goods and supplies in the store.
- Assisting customers with purchases and providing product demonstrations.
- Ensuring the proper handling of goods and promptly reporting losses and damages to the concerned authorities.
- Keeping records of all inventory sold in the store.

Domestic Helper

December 2000 - February 2001

Hong Kong

- Washing, folding, and ironing laundry for each household.
- Ensuring the cleanliness and tidiness of living spaces.
- Preparing nutritious and appetizing meals for the household.
- Providing attentive babysitting services, including ensuring the safety and well-being of children in the household.

Quality Control Inspector / Production Clerk

July 2021 to November 2001

DAE Gu Apparel Corporation

Philippines

- Inspect finished products for imperfections.
- Fit, alter, and repair garments according to clients' specifications.
- Replace or repair defective garment parts.
- Conduct checks at various stages of production to ensure standards are met before releasing products to the company or clients.
- Record daily production for each employee.
- Maintain a comprehensive total for all finished items each day.
- Check and maintain sufficient inventory.
- Compile any necessary data needed for production.
- Examine and record both incoming and outgoing inventories.

ON THE JOB TRAINING (OJT)

Out-Campus:

Dona Aurora Elementary School, Aurora Hill, Baguio City
Student Teacher (Grade I and II)

October 26, 1999 - December 6, 1999

In-Campus:

Baguio Colleges Foundation, Hamada St., Baguio City
Student Teacher (Grade II)

September 27, 1999 - October 13, 1999

- Develop captivating lesson plans that incorporate interactive activities, multimedia, and real-world examples.
- Integrate elements of gamification and hands-on experiences to make learning enjoyable and memorable

- Tailor lessons to cater to different learning styles, ensuring inclusivity and active participation.
- Create visually appealing and informative materials to supplement lessons.
- Utilize technology, visual aids, and relevant props to enhance understanding.
- Regularly update and expand the available resources to keep the learning environment dynamic.
- Foster a positive classroom culture where students feel valued and accepted.
- Implement clear and fair behavioral expectations, promoting kindness and empathy.
- Address conflicts promptly and sensitively, encouraging open communication

Diaz Eatery (Part time)

Otek Street, Baguio City

All Around Helper (Server / Dishwasher)

1995 - 1997

Server Responsibilities:

- Provide excellent customer service, take orders, and serve food and drinks.
- Maintain table settings, clear and clean tables, and ensure customer satisfaction.
- Communicate effectively with kitchen staff, relay orders, and collaborate with colleagues.
- Handle payment transactions accurately and professionally.
- Possess menu knowledge, recommend dishes, and address customer inquiries.

Dishwasher Responsibilities:

- Operate dishwashing equipment, clean and sanitize dishes, utensils, and glassware.
- Assist with basic food preparation tasks and support kitchen staff.
- Maintain cleanliness in the dishwashing and kitchen areas.
- Collaborate with the team to ensure smooth operations.
- Adapt to a fast-paced environment, manage time efficiently, and stay flexible.

KEY SKILLS

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| <ul style="list-style-type: none"> • Sales and Customer Service • Operations and Multitasking • Adaptability and Resourcefulness • Team Collaboration • Attention to Detail | <ul style="list-style-type: none"> • Client Engagement and Relationship Building • Domestic and Hospitality Skills • Time Management • Problem-solving • Work Ethic |
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CHARACTER REFERENCES

Available upon request