

Janice E. Dagandan

Senior Branch Manager

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Senior Branch Manager with over 6 years of progressive experience improving business processes, increasing revenue and retaining loyal customers in multiple locations.

Expertise in customer service relations and sales management. Detail-oriented team player with strong organizational skills.

Ability to handle multiple projects simultaneously with a high degree of accuracy.

To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.



Skills

- ◆ Sales Management
- ◆ Staff Development
- ◆ Operations Management
- ◆ Performance Reviews
- ◆ Excels in team leadership
- ◆ People-oriented
- ◆ Excellent in time management skills
- ◆ Reporting and Documentation
- ◆ Customer service awareness
- ◆ Strategic business planning
- ◆ Multitasking ability
- ◆ Coaching and Mentoring
- ◆ Excellent Work Ethic
- ◆ Work Prioritization
- ◆ Business Development Expertise



Work History

Jul 2019 -
Current

Senior Branch Manager

Thinking Tools, Incorporated

- Created strategies to develop and expand existing customer sales, resulting in increase in annual sales.
- Engaged employees in business processes with positive motivational techniques.
- Met deadlines by proactively managing individual and team tasks and streamlining processes.
- Maintained friendly and professional customer interactions.
- Assessed employee performance and developed improvement plans.
- Interviewed and hired talented individuals with top-level strengths, improving organizational talent, and skill set.
- Boosted sales and customer loyalty through incentive programs.
- Implemented service improvements to enhance sales cycle.
- Assessed employee performance and developed improvement plans

Sep 2008 -
Jul 2019

Junior Branch Manager

Thinking Tools, Incorporated

- Created strategies to develop and expand existing customer sales, resulting in increase in annual sales.
- Maintained friendly and professional customer interactions.
- Met deadlines by proactively managing individual and team tasks and streamlining processes.
- Interviewed and hired talented individuals with top-level strengths, improving organizational talent, and skill set.
- Engaged employees in business processes with positive motivational techniques.
- Assessed employee performance and developed improvement plans.
- Boosted sales and customer loyalty through incentive programs.

Jul 2005 -
Sep 2008

Corporate Sales Executive

Thinking Tools, Incorporated

- Managed over 50 customer calls and inquiries per day.
- Conducted market research to identify customer needs and preferences.
- Fielded customer complaints and facilitated negotiations, resolving issues and reaching mutual conclusions.
- Built diverse and consistent sales portfolio.
- Promoted conversion of casual shoppers into customers through product knowledge and product solutions to meet customer needs.
- Negotiated prices, terms of sales and service agreements.
- Greeted customers and offered assistance with selecting merchandise, finding accessories and completing purchases.
- Achieved or exceeded company-defined sales quotas.
- Contributed to event marketing, sales and brand promotion.

Jul 2003 -
Sep 2005

Retail Sales Executive

Thinking Tools, Incorporated

- Strengthened merchandising and promotional strategies to drive customer engagement and boost sales.
- Exceeded sales goals and accomplished business objectives by inspiring staff and promoting target products.
- Trained team members in successful strategies to meet operational and sales targets.
- Coached sales associates in product specifications, sales incentives, and selling techniques, significantly increasing customer satisfaction ratings.
- Established objectives to offer team members clear roadmap to help company achieve overall goals.
- Delivered energetic responses to customers in-store and by telephone, going above and beyond to serve needs.
- Volunteered for extra shifts during holidays and other busy periods to alleviate staffing shortages.



Education

MBA

University of San Jose Recoletos - Main Campus - Corner P. Lopez And Magallanes Streets, Cebu City

Bachelor of Business Administration : Marketing Management

University of San Jose Recoletos - Corner P. Lopez And Magallanes Streets, Cebu City

Associate in Computer Technology

University of Cebu - Main Campus - Sanciangko Street, Cebu City, 6000



Awards and Recognitions

2005 - Best Retail Sales of the Year
2013 - 10 Years Service Awardee
2018 - 15 Years Service Awardee
2018 - Perfect Attendance and No Late No Absent Awardee
2023 - 20 Years Service Awardee