

JOHN MARK

CONTACT



4 Teachers Compound West,
Rembo, Makati City, Philippines
1215



+639661471122



Jinxreverse03@gmail.com

CORE QUALIFICATIONS

- Key skills and characteristics
- Leadership and team management
- Sales and customer service
- Inventory management
- Merchandising and visual display
- Communication and interpersonal skills
- Problem-solving and decision-making
- Time management and organizational skills
- Budgeting and financial analysis
- Underwriting
- Performance Reports
- Engagement Activity Coordination
- Business Development
- Key Account Management
- Staff Development Training
- Customer Relations
- Sales Report Generating
- Proposal Development
- Process Assessments
- Process Compliance
- External Complaint Management

An experienced and results-driven retail supervisor with 2+ years of experience in managing teams, increasing sales, and maintaining inventory levels. Recognized for exceptional leadership skills, ability to develop strategies to improve customer engagement, and achievement of store targets.

EXPERIENCE

January 2022 - Current

Senior Process Executive *Cognizant Technology Philippines*

- Helps answering queries of (B2B) Managers and Business Owners via phone call
- Order Management (Creation and Modification)
- Answer general queries for non-customer and specific questions from clients regarding their account
- Processed Clients returns and credits
- Account documentation for tracking purposes.

January 2020 - January 2022

Retail Supervisor *Robinson's Retail Holdings*

- Plan and execute daily operation of the store, including opening and closing procedures, and staff scheduling
- Train and develop 50+ sales associates and 3rd party employees on product knowledge, customer service, and sales techniques
- Implement a customer-centric approach to increase store traffic and boost sales by 20%
- Analyze sales data and make recommendations to optimize inventory levels and product assortment by collaborating with vendors and buyers
- Ensure compliance with company policies, safety regulations, and operational procedures while maintaining a positive work environment
- Conduct performance evaluations, provide feedback, and mentor sales associates to develop their skills and advance their careers
- Maintained accurate records of inventory levels, orders, and shipments and ensured timely replenishment
- Resolved customer complaints and inquiries in a professional and courteous manner
- Participated in recruitment, hiring, and onboarding of new sales associates and 3rd party employees.

November 2018 - March 2020

Customer Service Officer *Petsure Services Inc*, Taguig, Philippines

- Maintained excellent customer satisfaction by offering friendly, helpful and informative customer service.
- Communicated with customers through phone calls, online chats and emails to assess customer needs and provide solutions.
- Kept strong knowledge of company rules and policies to address returns, faulty products and delayed delivery issues.
- Kept strong knowledge of product range details to efficiently answer customer questions.
- Developed rapport with customers quickly to identify needs and provide solutions.

- Planned own workload to meet deadlines and changing priorities.

April 2018 - September 2018

Customer Service Representative C3CustomerContactChannels,
Taguig, Philippines

- Assisted in fulfilment of customer orders placed in person, via email, online and by telephone.
- Built rapport with customers through courteous and professional communications.
- Guaranteed first-class customer service, enthusiastically anticipating and catering to customer needs and requirements.
- Maximised customer satisfaction by resolving service issues promptly.
- Assisted customers with product-related questions, feedback and complaints.

November 2017 - March 2018

Customer Service Representative Telus International, Taguig, Philippines

- Assisted in fulfilment of customer orders placed in person, via email, online and by telephone.
- Built rapport with customers through courteous and professional communications.
- Maximised customer satisfaction by resolving service issues promptly.
- Assisted customers with product-related questions, feedback and complaints.
- Developed empathetic client relationships and earned reputation for consistently exceeding sales goals.
- Handled high-volume telephone calls to address and resolve customer queries.
- Processed refunds, exchanges and service requests for customers.
- Listened to individual complaints with open mind and asked detailed questions to understand issues.

March 2017 - October 2017

Customer Service Representative
C3CUSTOMERCONTACTCHANNELS, Taguig, Philippines

- Assisted in fulfilment of customer orders placed in person, via email, online and by telephone.
- Built rapport with customers through courteous and professional communications.
- Maximised customer satisfaction by resolving service issues promptly.
- Processed and issued product orders and service upgrades for customers.
- Addressed customer service enquires quickly and accurately.
- Assisted customers with product-related questions, feedback and complaints.

February 2014 - December 2016

Merchandiser Kamayo Manpower Agency, Taguig, Philippines

- Improved performance of in-store team, consistently reviewing and updating best practices.
- Maximised sales by designing interactive and engaging store displays.
- Selected merchandise based on price, quality and demand.
- Kept pricing information up to date and implemented price changes on EPOS system and POS for uniformity.
- Answered customers' questions about products, prices and availability to enhance customer satisfaction.
- Identified customers' needs and interests to recommend suitable products.

- Built thorough understanding of sales patterns of all products, utilising week cover to identify reordering requirements on weekly basis.
- Monitored competitors' products, prices and sales to identify and take advantage of any marketing gaps.

EDUCATION

2019

Bachelor of Science Business Management, Operations
STI College Global, Taguig