

FLORENCIO STO.DOMINGO SANTIAGO

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CAREER OBJECTIVES:

- To secure a challenging position in a reputable organization and to expand my learnings, knowledge, and skills.
- Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.
- A highly organized and hard-working individual looking for a responsible position to gain practical experience.

Skills

- Customer service. Interpersonal communication skills. Cash handling & POS.
- Time management. Product & brand knowledge. Empathy & friendliness
- Conflict management

WORK EXPERIENCES:

STORE MANAGER

ROBINSONS SUPERMARKET CORPORATION

F. Tanedo, Street, Poblacion, Tarlac City, Philippines

August 01, 2022 – present

- Delivering excellent service to ensure high levels of customer satisfaction.
- Creating business strategies to attract new customers, expand store traffic, and enhance profitability.
- Responding to customer complaints and concerns in a professional manner.
- Ensuring store compliance with health and safety regulations.
- Undertaking store administration duties such as managing store budgets and updating financial records.

STORE SUPERVISOR

WALTERMART DEPARTMENT STORE

St. Jude Village, Alfonso, Concepcion, Tarlac, Philippines

May 09, 2021 – November 05, 2021

- Develop business strategies to raise our customers' pool, expand store traffic and optimize profitability
- Meet sales goals by training, motivating, mentoring and providing feedback to sales staff

- Ensure high levels of customers satisfaction through excellent service
- Complete store administration and ensure compliance with policies and procedures

SELLING DEPARTMENT MANAGER

THE SM STORE BICUTAN – MANDURRIAO STAR INC.

Don Bosco Avenue, Paranaque City, Philippines

May 15, 2017 – February 17,2021

- Achieve growth and hit sales targets by successfully managing the sales team
- Design and implement a strategic business plan that expands company's customer base and ensure its strong presence.
- Build and promote strong, long-lasting customer relationships by partnering with them and understanding their needs.
- Present sales, revenue and expenses reports and realistic forecasts to the management team.

BRANCH MANAGER

Tao Dharma Incorporation

SM Megacentre Cabanatuan City, Nueva Ecija, Philippines

September 12, 2013 –September 15, 2016

- Lead the store in selling new wireless products and services, in partnership with
- Establish sales objectives, by forecasting and developing annual sales quotas, sales volume and profit for existing post-paid offers and new products.
- Implements sales programs by developing field sales action plan.
- Maintain 100% accuracy and accountability for inventory, cash, and administrative work.

WAREHOUSE SUPERVISOR

THE SM STORE TARLAC - MANILA SOUTHERN ASSOCIATES INCORPORATION

McArthur Highway, San Roque, Tarlac City, Philippines

July 04, 2011- September 30, 2012

- Supervised and monitoring all the company incoming and outgoing deliveries.
- Validating all the delivery discrepancies.
- Assisting in the improvement of internal controls related to inventory.

SECTION HEAD (COUNTER AND CHECKING)

GOLDEN ACHIEVEMENT CORPORATION (EZ SUPERMARKET)

San Nicolas Poblacion, Tarlac City, Philippines

November 03, 2010 – April 15, 2011

- Check and assist the all the cashiers technically in POS.
- Maintaining the stock level for each product/merchandise.
- Perform inventory management for all the merchandise.
- Supervised the entire operation of the store.

BRANCH COORDINATOR – (SALES AND MARKETING)

MULTI-EDUCATIONAL REVIEW GROUP EXPERTS INC.

Maharlika Highway, Cabanatuan City, Nueva Ecija, Philippines

November 05, 2008 – September 30, 2010

- Making strategies and plan of action to achieved sales quota.
- Supervised all the collection for every transaction.
- Prepare the monthly financial report and statements of the company.

GENERAL ACCOUNTING CLERK

INTERNATIONAL WIRING SYSTEMS PHILIPPINES CORPORATION

Luisita Industrial Park San Miguel, Tarlac City, Philippines

May 08, 2008 – October 15, 2008

- Maintaining accurate and up-to-date accounts payable schedule monthly.
- Prepare all accounts payable sub-ledger journals for posting to general ledger monthly.
- Reconcile accounts payable sub-ledger to General Ledger monthly.
- Prepares, Handle and Monitor the monthly Bank Reconciliation of the company

EDUCATIONAL BACKGROUND:

Tertiary:

Tarlac State University, Philippines

Bachelor of Science in Business Administration major in

Financial and Management Accounting

BSBA – FMA

2002 – 2008