

Jennifer Aquino

Al Satwa Dubai United Arab Emirates 

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Polished and professional customer service representative offering: Eleven years of total experience providing customer service in retail employers in UAE. An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty. Team player with excellent communication skills, high quality of work, driven and highly self-motivated. Strong negotiating skills and business acumen and able to work independently.

Brand Experience

2020 AUGUST – PRESENT

Branded Goods Specialist / Bentley Emirates by Al Habtoor Motors, Dubai, United Arab Emirates

Assisting total of seven boutique in Dubai and Abu Dhabi for lifestyle merchandise. (Ordering, Delivery Stock Audit, Invoicing, Visual Merchandising). Monitoring the stock level and suggest what to order according to demand. Invoicing on monthly basis for consignment hotels. Assisting on delivery pack for new sold car/ internal accounts etc. Support the shipment process to gain awareness of product including what's new and what's already in the floor; contributes to completion of BPS's order fulfillment process. Adhere to safety standards, inventory accuracy, and reduction of product loss and upholds all company policy and procedure to support the profitability of the store. Maintain Bentley's visual and operation standard while keeping the focus to the customer.

2018 FEBRUARY – 2020 AUGUST

Meet and Greet / Bentley Emirates by Al Habtoor Motors, Dubai, United Arab Emirates

Covering the reception of Bentley, McLaren and Bugatti when the meet and greet are away from their annual leave. Greeting all walk-ins in a friendly manner and ensure they hand over to the appropriate person- either Sales or Service. Advising the sales team of their appointment arrival. Ensure the comfort of customers and providing them with refreshments when required. To answer any overflowing incoming telephone calls and redirect them to the right person. Monitor test drive appointments and make sure that the car are ready before customer arrival. Ensure the showroom is well presented at all times and the waiting area is immaculate. Provides administration support function and daily reports by the end of the day.

2015 AUGUST – 2018 JANUARY

Sales Executive / Bentley Emirates by Al Habtoor Motors, Dubai, United Arab Emirates

Achieve the sales target by using advance sales techniques and product knowledge. Build and maintain customer relationship in order to build strong loyalty. Communicate with customer to assess and satisfy their needs, and meet or exceed their expectations. Maintain high standard of visual merchandising housekeeping in terms of cleanliness, display and stock rotation. Implement all merchandising as per the brand visual merchandising guidelines. Directly in contact with the Parts Manager for purchase of branded goods from local and international supplier.

2012 JULY – 2015 MAY

Senior Sales Associate / In-Store Visual Merchandiser /Apparel Group LLC, Dubai, United Arab Emirates

Conceptualize visual merchandising strategies and ensure that their implementation is done in a positive manner. Devise plans to encompass the stores complete look in terms of visual appearance. Make decision pertaining to what type of mannequins will be displayed in the display window. Dress mannequins in clothes that are on the top range within the store. Make sure that other decorations on the window display are handled in an aesthetically pleasing manner. Ensures that mannequin that work well with the company image are produced in a time efficient manner. Devise new ideas for window displays and promotional concepts. Formulate and implement marketing gimmicks with a view to attract customers to step inside the shop. Make sure that the store environment is welcoming and ambient. Ensures that store displays are change according to weekly, monthly or seasonal themes. Interact with customers to determine changes that should be made to make the store more attractive. Handle inventory management and stocking activities. Ensure that both window display are store areas are kept clean and functional at all times. Make sure that window displays depict the style and message of the company.

Skills

TEAMWORK + COMMUNICATION

- Positivity: contributes to the showroom by being positive, respectful, and helpful to others.
- Team player: collaborates with peers and leadership, sharing ideas and jumping in to the support and needs of the team.
- Adaptable: exhibits a willingness to learn and adapt; is flexible to change and open to try new ways of doing things.

VISUAL + BUSINESS OPERATIONS

- Store Environment: maintain Bentleys' visual and operation standards while keeping the focus to the customer.
- Product Flow: supports the shipment process to gain awareness of product including what's new and what's already in the floor; contributes to completion of BPS order fulfillment process.
- Awareness: adheres to store safety standards, inventory accuracy, and reduction of product loss and upholds all company policy and procedure to support the profitability of the store.

Education

APRIL 2002

Secondary Diploma, Bayambang Pangasinan, Philippines

Activities

Cooking • Singing • Badminton • Travel