

RACQUEL B. GRAPILON

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CAREER SUMMARY:

Customer Focused and goal-oriented Retail Sales Manager and Customer Service Assistance with more than 20 years of experience serving a different customer by creating a warm and friendly working environment. Has raised sales by 15% through hard work and job efficiency. Proficient at establishing retail environment that encourages a positive customer experience and promotes drive towards sales goal.

SKILLS:

- 7 years of experience in Customer Service
- Skilled in receiving and assisting customer inquiries and stock monitoring
- Provide excellent customer service with positive approach.
- Demonstrate patience and ensure customer satisfaction
- Good communication skills
- Provide fast and friendly customer support

Key Achievement:

- Promoted as Assistant Retail Sales Manager in year 2008
- Promoted as Retail and Project Sales in year 2016 up to present
- 20 Years Service Loyalty Awards- WHITE HORSE CERAMIC PHIL.INC.
- Top Seller Awardee for Year 2018

WORK EXPERIENCE:

RETAIL SALES MANAGER

January 2016 to Present

White Horse Ceramic Phil. Inc.

346 Santa Ana Manila Philippines

- Coached sales associates in product specifications, sales incentives and selling techniques significantly increasing customer satisfaction ratings.
- Trained team members in successful strategies to meet operational and sales targets.
- Provide strong service to customers, increasing customer loyalty to 100%
- Recruited and trained team member as well as supported other departments with mentorship
- Maintain and achieve the annual sales quota for retail and project group
- Endeavor to meet and exceed sales associate's expectations by providing department and service teamwork.

ASST.RETAIL SALES MANAGER**March 2008 to December 2015**

White Horse Ceramic Phil. Inc.
346 Santa Ana Manila Philippines

- Trained sales associates on methods for handling various aspects of sales complicated issues and difficult customers.
- Contribute to team efforts to accomplished organizational results as needed
- Provide product advice to customers that leads to constant sale and customer retention by 48%
- Conduct sales transactions in a friendly manner resulting to 15 % sales increase in 2022

CUSTOMER SERVICE ASSISTANCE**November 2002 to February 2008**

White Horse Ceramic Phil. Inc.
346 Santa Ana Manila Philippines

- Maintained customer satisfaction with forward thinking strategies that focused on addressing customer need
- Resolve product or service problem by clarifying customer complaint; determining the cause of the problem and identifying the best solutions to the problem
- Responded to customer requests and inquires about the product and providing good services.
- Offered advice and assistance to customers, and paying attention to their special needs or wants
- Prepare the necessary documents for customers pick up and deliveries of items.

EDUCATIONS:**BACHELOR OF BUSINESS ADMINISTRATION****March 2001**

University of the East, Manila Philippines

INTERNSHIP TRAININGS**April 2002 to September 2002**

Management Trainee
Auntie Annes Pretiolas Philippines
Rockwell Makati

Telemarketing Assistant
City State Building Pasig City

April to June 2001

REFERENCE: *Available upon request*

