

Jeffrey Vergara Torno
+971545152187 | jepoytorno1126@gmail.com
Sharjah, United Arab Emirates

PROFESSIONAL SUMMARY

Experienced and dedicated Store Attendant with a proven track record of excellence in customer service, inventory management, and team collaboration. Possessing a comprehensive understanding of retail operations, I am adept at optimizing store efficiency while ensuring a positive and engaging shopping experience for customers.

EXPERIENCE

Convenience Store Attendant Sep 2014 - Current
ADNOC Distribution | Abu Dhabi U.A.E

- Provide personalized customer service by assisting customers with product inquiries, helping them locate items, and addressing any issues or concerns promptly and professionally.
- Process transactions accurately and efficiently using the POS system. Ensure all items are correctly scanned, apply any applicable discounts or promotions, and handle cash and card transactions with precision and integrity.
- Responsible for the accurate counting and balancing of cash registers at the beginning and end of shifts. Maintain cash handling procedures to uphold store security and minimize discrepancies.
- Stay informed about store products, services, and promotions to effectively assist customers and maximize sales opportunities. Provide detailed information about product features, pricing, and benefits to guide purchasing decisions.
- Take pride in maintaining a clean and organized store environment. Regularly perform tasks such as sweeping, mopping, dusting, and restocking shelves to uphold visual merchandising standards and create an inviting shopping atmosphere.

Machine Operator Aug 2010 - Sep 2012
Al Fayha Water Factory | Kingdom of Saudi Arabia

- Oversee the production process of 250mL and 150mL drinking cups, ensuring that cups are manufactured to the highest quality standards.
- Manage inventory levels of 250mL and 150mL drinking cups to ensure an adequate supply is always available for production.
- Develop and maintain relationships with suppliers of raw materials, ensuring timely and reliable deliveries to support uninterrupted production.
- Ensure that all production processes and products comply with relevant regulations and standards, including health and safety regulations, food safety standards, and environmental regulations.
- Serve as the main point of contact for Saudia Airline regarding their drinking water supply. Communicate regularly with airline representatives to understand their needs, address any concerns, and maintain a strong partnership.

Barista/Waiter Jun 2008 - Apr 2010
Mocha Blends Cafe and Restaurant | Pampanga, Philippines

- Prepare a variety of beverages, including coffee, tea, smoothies, and other cold drinks, according to customer specifications and company recipes.
- Greet customers warmly, assist them in making selections, and accurately take their orders, including special requests or modifications. Use active listening and communication skills to ensure orders are correctly understood and fulfilled.
- Responsible for handling cash transactions, accurately counting cash received, and providing correct change to customers. Follow cash handling procedures and balance cash register drawers at the beginning and end of shifts.
- Stay informed about the store's menu offerings, ingredients, and product availability. Educate customers on menu options, ingredients, and allergen information to assist them in making informed choices.
- Assist in the kitchen with food preparation, including cutting, chopping, and assembling ingredients. Ensure food safety and sanitation standards are met, and assist in maintaining cleanliness and organization in the kitchen area.

Sales Attendant Sep 2006 - Mar 2008
Fixcell Mobile Repair and Accessories | Pampanga, Philippines

- Maintain in-depth knowledge of all mobile phone accessories available for sale, including cases, chargers, screen protectors, and more.
- Offer personalized recommendations based on customer needs, preferences, and phone models to increase sales and customer satisfaction.

- Ensure the visual appeal and accessibility of accessories by organizing and maintaining attractive displays and in-store signage.
- Regularly check stock levels, place orders with suppliers as needed, and conduct inventory counts to minimize out-of-stock situations.
- Provide accurate and helpful information about products, promotions, and store policies to enhance customer satisfaction and loyalty.

Checker
SM Department Store | Pampanga, Philippines

Oct 2005 - Mar 2006

- Review customer receipts and items to ensure accuracy and completeness before finalizing transactions. Verify prices, discounts, and item descriptions to minimize errors and maintain customer satisfaction.
- Provide personalized customer service by greeting customers, assisting with product inquiries, and addressing concerns or questions.
- Ensure customers feel valued and supported throughout their shopping experience, enhancing their likelihood of return visits and positive feedback.
- Regularly wipe down and sanitize the counter to create a clean and inviting checkout area. Remove clutter and ensure that the counter is organized to facilitate smooth transactions and an overall pleasant customer experience.
- Efficiently and safely bag customers' items to protect them from damage and ensure they are carried comfortably. Pay attention to bagging techniques to prevent overfilling or under-filling bags and use appropriate bag sizes for different items.

EDUCATION

Associate in Computer and Electronics Technician - Dean's Honorable Mention
DATA COLLEGE | S.Y Jun 2002 - Apr 2005

SKILLS

- Welcoming customers with a friendly and positive attitude, creating a welcoming atmosphere.
- Proficiency in processing various payment methods accurately and efficiently through POS systems.
- Ability to handle cash transactions securely and accurately, including counting and balancing cash drawers.
- Maintaining the cleanliness and organization of the store to ensure a visually appealing environment for customers.
- Familiarity with store products, including features, benefits, and pricing, to assist customers effectively.
- Capability to lift and carry heavy items, ensuring safe handling and placement within the store.
- Skill in receiving, unpacking, and stocking merchandise according to inventory procedures and store layout.

TRAINING AND CERTIFICATES

Good Hygiene Practice
Basic Fire Fighting
How to Handle Accident training (Company office)
ADNOC Code of Conduct (online training)