

# Jefferson D. Manalang



## CONTACT :

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## INFORMATIONS :

Gender : Male  
Nationality: Filipino  
Birth Day: February 04,  
1982  
Religion: Iglesia Ni  
Cristo  
Language: English,  
Tagalog and  
Pampango

## Sectors of Experience:

- 10 yrs. Extensive and experienced in the field of Retail Customer Service.
- Excellent communication skills (verbal and written)
- Excellent interpersonal skills
- Result-Oriented
- Highly motivated
- Negotiation Skills
- Integrity/Ethics
- Ability to handle pressure

## Profile

To obtain enough knowledge in whatever position I will be working for and able to enhance my skills thoroughly and specially to become an asset of the company. I am keen to expand my professional ability and to seek new challenges in my career. A UAE and Philippines driver license holder. With 10 years of experience job in UAE, I am greatly excited by the prospect of being able to use this knowledge, along with my determination, to become a valuable member of your team.

## Education :

TERTIARY: Computer Systems Specialist, Inc.,  
Computer Technician,  
2001-2003

SECONDARY: EPZA Pulung Cacutud Resettlement High School  
Pampanga Philippines  
1999-2000

## Professional Experience :

- May 2013 – September 2019 – Dubai, UAE  
**Area Visual Merchandiser**  
**Samsung.**

Duties included but were not limited to:

- Focus on designing displays, Stands, and Panels for Exhibition
- Overseeing execution and coordination of demo displays based on visual merchandising guidelines from HQ and aligned with brand strategy.
- Product lay out plan for store, for timely and consistent implementation with reference to the product launch calendar at all distribution channel.
- Produce Point-of-Sale displays in retail outlets
- Create Window and in-store displays of goods.
- Maintaining awareness of competitor's performance and taking action to set promotion as necessary.
- Conduct regular in store checks, to coach in sales team to interpret the guidelines and training them in execution of the visual concept
- Keeping track of each unit's performance and the reason it failed or any anomalies noted.
- Sending day to day and weekly store reports/store visits to HQ

## PERSONAL TRAITS

- Hardworking
- Positive
- Self-motivated
- Organized
- Responsible
- Flexible
- Confident

## TRAININGS AND SEMINAR

- Forever 21 VM Trainings
- English Proficiency :Employment Ready and Personality Development
- Samsung Trainings And Seminar
- Samsung Annual Team Building

## Computer Skills:

- MS office
- Assembling Full PC set-up
- Installing Operating System
- PC Troubleshooting
- Networking
- Installing Apps and Games

### ■ May 2010 – April 30, 2013 – Dubai, UAE Visual Merchandiser/Sales Associate FOREVER21.

Duties included but were not limited to:

- Act in alignment to the brand image and target market
- Oversee the products and brief staff on arranging displays
- Change display to promote new product launches and reflect seasonal themes
- Maximize Sales and Visual impact through optimal arrangement of tables, fixtures, walls, and mannequins while upholding brand visual guidelines and directives.
- Produce window Displays, signs, interior display, floor plans, and special promotion display.
- Create appealing and eye-catching merchandise displays that lead the customer through the entire store.
- Efficient and timely execution of visual directives.
- To follow the monthly visual calendar.
- Maintain/Update floor-set as merchandise sells through while upholding visual standards.
- Collaborate with Store manager to integrate both operational and visual objectives.
- Keep Updated on Visual and Operational memos.

### ■ January 2007 – February 2010 – Angeles City, Pampanga T.P.D. Computer Center Technician/Operation In-charge

Duties included but were not limited to:

- Accomplishes routine and non-routine checks with the system unit's operating system, software and hardware peripherals.
- Leads a team to ensure quality/customer satisfaction service level.
- Handling everyday crisis (support tools/downtime or any operations issue)
- Make sure that action plans are effectively carried out for performance improvement.
- Configure software to meet client business needs. Trains the customer on the Solution and documents solution for ongoing support.
- Determines defects and unsatisfactory conditions present in the system unit's hardware parts as well as the overall condition of the unit and interpret them, let alone describe their causes where corrective actions are needed.
- Accomplishes servicing and maintenance of computer hardware.

I hereby certify that the above information's are true and correct to the best of my knowledge and belief.