



KARLA L. GAYOLA

PROFILE

Customer Service Professional with 12 years hands-on experience in retail business, planning, execution, business unit development, project management, Clerical Administration and Organizational skills. Tech Savvy. Proficient in Computer Soft wares and well versed in communication.

CONTACT

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INFORMATIONS

Gender: Female
Nationality: Filipino
Birth Day: July 4, 1986
Religion: Catholic
Language: English,
Tagalog

SCHOOL ATTENDED

- ◆ Mother of Perpetual Help Institute – Nursing Aide
2004-2006
- ◆ Narciso School Incorporated – High School
1999-2004

PROFESSIONAL EXPERIENCE:

DATA ENTRY & INVOICE ASSISTANT

JUNE 2022 – SEPTEMBER 2022 (3 months)
BEEPO PHILS – YPM AUSTRALIA

Duties included but were not limited to:

- Gathering invoices, statements, reports, personal details, documents and information from employees, other departments and clients.
- Assist with assessing, remediation, and processing of invoices, claims and financial activities in a timely and accurate manner; Work under general guidance and follow established routines, methods and clearly defined guidelines.
- Correcting errors and organizing the information in a manner that will optimize swift and accurate capturing.
- Creating accurate spreadsheets.
- Entering and updating information into relevant databases.
- Adhere to YPM processing timeframes; Meet and exceed company benchmarks in all areas of work implemented by management.

WORKFORCE MANAGEMENT – ANALYST 1

APRIL 2019 – NOV 2020 (1.7 years)
IQOR PHILIPPINES – AMERICAN HOMESHIELD

Duties included but were not limited to:

- Monitors intraday actuals against forecasted planning parameters and applies corrective actions to address any negative deviations.
- Monitor agent status in real-time to ensure adequate floor coverage, to make sure all calls are attended to.
- Executes re forecast of planning parameters based on actuals and updates intraday schedules (i.e., move breaks/lunches, delay meetings, cancel training) to best meet requirements for the upcoming intervals.
- Improve and manage key metrics associated with workforce management goals (Aux Usage and Utilization, Service Level management, Schedule Adherence/Compliance)
- Ensures that all reports originating from the department are accurate and reliable.
- To organize information and have attention to detail and accurately follow procedures
- Processes management requests for modifications of scheduling events (meetings/training, etc.).

COMPUTER SKILLS

- ◆ Advanced MS office
- ◆ Google Suite
- ◆ Basic Photoshop
- ◆ WordPress
- ◆ Outlook
- ◆ Basic Oracle

AREAS OF EXPERTISE

- ◆ 12 yrs. Extensive experience in the field of Retail Customer Service.
- ◆ Work in High-pressured, face-paced and Dynamic environment
- ◆ Managerial Position
- ◆ Social Media Manager
- ◆ Knowledge of Microsoft Office, Canva, Photoshop and various online business software such as Google Drive, Trello etc.
- ◆ Assistant to Company owner

CUSTOMER SERVICE REPRESENTATIVE

OCTOBER 2018 – FEBRUARY 2019 (4 months)
XXI GLOBAL SOLUTION – AT&T PLATINUM

Duties included but were not limited to:

- Handles Inbound Calls and complete service orders.
- Maintain up-to-date knowledge about ATT products and services.
- Enhance customer retention and satisfaction by providing outstanding and prompt customer service.
- Respond to customer queries about ATT services, equipment, promotions, roaming and billings.
- Handle customer requests for payments, activations, upgrades and other services.
- Understand customer needs and recommend appropriate products and rate plans.
- Address and resolve customer concerns promptly.
- Attempt to save customers who have decided to cancel their account.
- Handle large volume of customers calls efficiently.

WORK EXPERIENCE

BOOKER/ ADMIN ASSISTANT – CLIENT RELATION COORDINATOR

MARCH 2017 – SEPTEMBER 2018(1.6 years)
THE BIG MOO EVENTS – DUBAI, UAE

Duties included but were not limited to:

- Handle clients' inquiries over the telephone and in person to plan and book their respective events.
- Compose and revise company documents related to events such as parties and corporate events.
- Assist events coordinators with the execution of event galas by providing required administrative support.
- Update and manage calendars and provide reminders for upcoming company events.
- Provide extensive support in event execution by ensuring that all resources are available to the client.
- Processing of product orders, issue quotation and invoices.
- Interact with events coordinators to ensure that they are provided with the right information to carry out their tasks.
- Prepare responses to written inquiries, providing both information of events and their execution processes.
- Produce mailings such as thank you letters and grant applications, along with project documentation.
- Create and maintain accurate and up to date records and files for all event projects, Sales and Outstanding reports, and ensure that all contracts are properly secured through google documents.
- Taking care of the outstanding payments for corporate events.

RETAIL SALES AND OPERATION – STORE MANAGER

MAY 2012 – FEBRUARY 2017 (5.3 years)
ALDO ACCESSORIES – DUBAI, UAE

Duties included but were not limited to:

- Proactive Scheduling, Maintain Attendance Record and Processing of Time Sheets.
- Take detailed meeting notes during Managers meeting and ensure follow through by Team on action details.
- Coordinate Plans and Agendas for Sales Events. Keeping Schedule Diaries.

OTHER SKILLS

- ◆ Can-Do attitude and Excellent Problem Solver
- ◆ Pro-Active, Multitasker, Independent
- ◆ Excellent Communication & Written Skills
- ◆ Organization and Leadership Skills
- ◆ High Level of Customer Service and understand the importance of confidentiality
- ◆ Flexible
- ◆ Reliable

TRAININGS AND SEMINARS ATTENDED

- ◆ Apparel Manager Program (AMP)
- ◆ Apparel VM Trainings
- ◆ Train The Trainer Program
- ◆ Virtual Assistant Training
- ◆ WordPress
- ◆ Email Management
- ◆ Setting up Domain/Website
- ◆ Copywriting

- Submit and Reconcile Expense Report.
- Dealing with responding to emails from higher management and back-office team.
- Generate Reports for key accounts including Daily Sales Report, Month end report. Analyze and summarize data for Review.
- Tracking Record of achievements as per Weekly, Monthly and Yearly target.
- Develop and Maintain document filing system for Sales store target, Achievement and Team sales result. Computing and calculating of Sales
- Processing of product orders, issue quotation and invoices.
- Maintains customer records and update them with details and providing data to back-office team.
- Create Standard presentation for weekly mall competitor's comparison.
- Aid in planning and execution of new brand initiative and store set up.
- Develop, implement and maintain Operational standards to a level of excellence throughout the store, in line with company Policies and procedures.
- Ensure Sales Team member meet tight deadlines for Administrative Requirements. Ensures store administration is in sync with company procedures. It is being reviewed on a daily, weekly and monthly basis.
- Giving Daily Sales Target to Sales Staff, ensuring to reach the target provided. Monitoring their quarterly and yearly Achievement and progress for Appraisal.
- Ensuring random pricing checks on products to be completed on time
- Assisting in accurate stock counts as per store requirements.
- Ensures store security - concerning stock and money.
- Providing chair action plan for optimum sales growth.

RETAIL SALES AND OPERATION – SENIOR SALES ASSOCIATE/ HEAD CASHIER/VISUAL MERCHANDISER

OCTOBER 2007 – APRIL 2012 (4.6 years)
FOREVER 21 – DUBAI, UAE

Duties included but were not limited to:

- Interacting and attending to customers promptly to determine their needs.
 - Awareness of customer Needs. Suggest selection that meets customer needs, thus emphasizing on selling points of articles such as quality and utility.
 - Assuring customer Satisfaction
 - Monitoring of product movement to advice the management on customer preferences for them to make appropriate action on stock replenishment
 - Ensure that the entire product on shelf are well arranged and display for visual impact and that all new merchandise is on display.
 - Keeping the workplace clean to maintain good working area, ensuring store cleanliness standards are maintained at all times
 - Encoding Data Base, Plotting Daily Sales to Excel Worksheet
 - Inventory, Stock Counts and Pricing Control
 - Updating Stocks, Sales and Transferring of items using RTS
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