



VANESSA TOLENTINO

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Objective

To take up a challenging career in a reputed organization which allow me to use my capabilities and potential that would enable to provide profitable returns for the organization and also allow the growth of my career to wider perspective.

Skills and Abilities

- Ability to work under pressure and multi-task
- Ability to evaluate, prioritize, organize and delegate work schedules
- Able to react quickly and effectively when dealing with challenging situations
- Customer Service
- Verbal Communication
- Computer Literate

Leadership

Initiative to do the tasks assigned while being efficient and effective.

EMPLOYMENT RECORD

Middle East Retail Co.(Hamleys) - Qatar

Cashier/Sales Associate

Dec.2016 – Present

Duties and Responsibilities

- Present a professional image and positive attitude to customer.
- A role model and support the team by supporting all cash and banking procedures.
- Builds customer loyalty by providing excellent customer service at the cash till in accordance w/ cash desk selling standards, including reinforcing customers buying decision by demonstrating product knowledge and encourage purchase of additional items.
- Process customer transactions, returns or exchange accurately and efficiently and creates lasting customer impressions.
- Assisting and responsible with opening and closing procedures.
- Sharing knowledge and effectively communicate w/ all the team on promotional and operational information.
- Demonstrate an ability to support the store by monitoring cash control and suggesting and implementing measures to reduce cash loss.
- Support trading and promotional program by achieving appropriate targets in line w/ company operational strategy.
- Monitor till processing errors and discrepancies, to identify key trends and working with store manager to implement corrective procedures.
- To efficiently adhere to all Company and Cash Office procedures and policies, effectively deputing for the management team in their absence.
- Fully investigate any discrepancies and suggest corrective action where appropriate.

Aeon Juisco Dept.Store,Malaysia
Sales Associate (Dec.2012- August 2016)

Duties and Responsibilities

- Greet customers when they arrive.
- Ask customer assistance.
- Process sales transactions at the counter.
- Suggest up sell items to customer based on the items they had chosen
- Call other stores when necessary to find items in stock..
- Replace merchandise in the shelves, paying special attention to en caps.
- Arrange special sale and clearance items at the front of the store for maximum visibility.
- Build rapport with customers and provide them with genuine guidance and support.

SM Fairview , Rice in a Box Corp. Philippines
Service Crew/Cashier(June 2010-Dec. 2011)

Duties and Responsibilities

- Greet customers.
- Taking orders, cook and deliver food to customers.
- Receiving payment.
- Maintaining cleanliness such as mopping and arranging chairs and tables.
- Daily stock food and Cash inventory.

Michelle's Ribbon and Lace Center , Manila Philippines
Saleslady (August 2008-March 2010)

Duties and Responsibilities

- Greeting and assisting customer needs and queries.
- Ensuring customers satisfaction.
- Achieving target sales for every month.
- Daily stock inventory.
- Providing good customer service.

Qualification and Achievements

Best Cashier (2017)- Hamleys

Best Cashier for Achieving Cashier Weekly target (March 24 2018)-Hamleys

Outstanding Employee of the Month (June 2019)-Hamleys

Outstanding Cashier of the Month(August 2019)-Hamleys

EDUCATIONAL BACKGROUND

SECONDARY:	Nueva Vizcaya State Polytechnic College	SY 1995-1999
COLLEGE:	STI-College, Sta. Maria Bulacan 2 Yrs. Diploma of Computer Studies	SY 2001-2003
VOCATIONAL:	Fil-Canadian Training Center Dep't for Caregivers	SY 2004

I hereby certify that the above information is true and correct to the best of my knowledge.

Vanessa Tolentino
Applicant

